

**Escalation Matrix:**

| Details | Contact Person | Address | Contact No. | Email Id | Working Hours |
|--|-------------------|---|--------------|--|-----------------|
| Customer care | Viral Thakar | BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051 | 022-61965077 | viral.thakar@asia.bnpparibas.com | 9 am to 6:30 pm |
| Head of Customer care | Mihir Ponda | BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051 | 022-61964605 | mihir.ponda@asia.bnpparibas.com | 9 am to 6:30 pm |
| Compliance Officer | Viral K Patel | BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051 | 022-61965267 | viral.k.patel@asia.bnpparibas.com | 9 am to 6:30 pm |
| CEO (Location Head of BNP Paribas Securities Services) | Dodla Rohit Reddy | BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051 | 022-61964510 | dodlarohit.reddy@asia.bnpparibas.com | 9 am to 6:30 pm |

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.