

**Escalation Matrix:**

Details	Contact Person	Address	Contact No.	Email Id	Working Hours <sup>1</sup>
Designated Depository Participant (DDP)	Sachin Tulsan	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051	+91 22 61964256	<a href="mailto:sachin.tulsan@asia.bnpparibas.com">sachin.tulsan@asia.bnpparibas.com</a>	9.00 a.m. to 6.30 p.m.
Depository Services	Amit Sane	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051	+91 22 65216224	<a href="mailto:amit.sane@asia.bnpparibas.com">amit.sane@asia.bnpparibas.com</a>	9.00 a.m. to 6.30 p.m.
Custody Services	Viral Thakar	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051	+91 22 61965077	<a href="mailto:viral.thakar@asia.bnpparibas.com">viral.thakar@asia.bnpparibas.com</a>	9.00 a.m. to 6.30 p.m.

Head of Customer care, Client Services and Client Delivery	Mihir Ponda	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai - 400051	+91 22 61964605	<a href="mailto:mihir.ponda@asia.bnpparibas.com">mihir.ponda@asia.bnpparibas.com</a>	9.00 a.m. to 6.30 p.m.
Compliance Officer (Securities Services)	Roshan Shetty	BNP Paribas House, 1 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai – 400051	+91 22 33704000	<a href="mailto:roshan.shetty@asia.bnpparibas.com">roshan.shetty@asia.bnpparibas.com</a>	9.00 a.m. to 6.30 p.m.
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	<a href="mailto:dodlarohit.reddy@asia.bnpparibas.com">dodlarohit.reddy@asia.bnpparibas.com</a>	9.00 a.m. to 6.30 p.m.

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. Clients may choose grievance resolution through smart online dispute resolution (ODR) portal <https://smartodr.in/login> after exhausting all available options (lodging complaint directly / SCORES portal) for further resolution of the grievance.