

Dalmia Securities Private Limited

Ideal Plaza, 4th Floor, Suite-S401, 11/1 Sarat Bose Road, Kolkata-700020

Annexure A

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours Monday – Friday
Customer care	Amit Bhadra	Same as above	+919836207979	Amit.bhadra@dalmiasec.com	9:30 – 6:00 PM
Customer care	Caroline Michael	Same as above	+919748239871	carol@dalmiasec.com	9:30 – 6:00 PM
Head of Customer care	Sanjay Dalmia	Same as above	+919903993242	sanjay@dalmiasec.com	9:30 – 6:00 PM
Compliance Officer	Sanjay Samvedi	Same as above	+918697983937	s.samvedi@dalmiasec.com	9:30 – 6:00 PM
Director	Ashish Poddar	Same as above	+919903993226	ashishp@dalmiasec.com	9:30 – 6:00 PM

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> or BSE at https://www.bseindia.com/static/investors/cac_tm.aspx. Please quote your Service Ticket/ Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

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.

