

## Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id
<b>Client Servicing</b> (Monday-Friday, 9:00 AM to 6:00 PM)	Arul Antony	153/2, 3 <sup>rd</sup> Floor, M.R.B. Arcade, Bagalur Main Road, Dwaraka Nagar, Yelahanka - 560063, Bengaluru, Karnataka.	08035215000	<a href="mailto:askus@aliceblueindia.com">askus@aliceblueindia.com</a>
<b>Head of Client Servicing</b> (Monday-Friday, 9:00 AM to 6:00 PM)	Rajkumar	153/2, 3 <sup>rd</sup> Floor, M.R.B. Arcade, Bagalur Main Road, Dwaraka Nagar, Yelahanka - 560063, Bengaluru, Karnataka.	080-45490850	<a href="mailto:rajkumar@aliceblueindia.com">rajkumar@aliceblueindia.com</a>
<b>Compliance Officer</b> (Monday-Friday, 9:00 AM to 6:00 PM)	M Sidhavelayutham	153/2, 3 <sup>rd</sup> Floor, M.R.B. Arcade, Bagalur Main Road, Dwaraka Nagar, Yelahanka - 560063, Bengaluru, Karnataka.	08045490859	<a href="mailto:compliance@aliceblueindia.com">compliance@aliceblueindia.com</a>
<b>CEO</b> (Monday-Friday, 9:00 AM to 6:00 PM)	M Sidhavelayutham	153/2, 3 <sup>rd</sup> Floor, M.R.B. Arcade, Bagalur Main Road, Dwaraka Nagar, Yelahanka - 560063, Bengaluru, Karnataka.	08045490859	<a href="mailto:sidhavelayutham@aliceblueindia.com">sidhavelayutham@aliceblueindia.com</a>

### Working hours: (Monday – Friday, 9:00 AM to 6:00 PM)

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- SEBI at <https://scores.gov.in/scores/Welcome.html>
- Exchange at NSE, <https://investorhelpline.nseindia.com/NICEPLUS/>
- Exchange at MCX, <https://www.mcxindia.com/Investor-Services>
- Exchange at BSE, <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
- CDSL <https://www.cdslindia.com/Footer/>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange/Depository portal.