



## Investor Grievance Escalation Matrix

| Details of                               | Contact Person                 | Address                                                                                                                             | Contact No.      | Email ID                                                                                     | Working Hours            |
|------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------|--------------------------|
| Client Servicing / Customer Care         | Mr. Sumit Deshpande            | First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India) | +91 22 6175 7030 | <a href="mailto:Sumit.Keshav.Deshpande@citi.com">Sumit.Keshav.Deshpande@citi.com</a>         | Mon to Fri: 9 am to 6 pm |
| Head of Client Servicing / Customer Care | Mr. Brian Natividade Fernandes | First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India) | +9122 6175 7103  | <a href="mailto:Brian.Natividade.Fernandes@citi.com">Brian.Natividade.Fernandes@citi.com</a> | Mon to Fri: 9 am to 6 pm |
| Compliance Officer                       | Mr. Chirag Udani               | First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India) | +9122 6175 6467  | <a href="mailto:Chirag.Udani@citi.com">Chirag.Udani@citi.com</a>                             | Mon to Fri: 9 am to 6 pm |
| CEO                                      | K Balasubramanian              | First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India) | +91 22 6175 5275 | <a href="mailto:k.balasubramanian@citi.com">k.balasubramanian@citi.com</a>                   | Mon to Fri: 9 am to 6 pm |

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

NSDL at <https://investor.nsdl.com/portal/en/home>

CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

OR

SEBI at <https://scores.sebi.gov.in/>

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