

Annexure A

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	N.A.	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317000	investorcomplaints@bksec.com
Head of Customer care	N.A.	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317000	investorcomplaints@bksec.com
Compliance Officer	Mr. Shirish Shah	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317240	shirish.shah@bksec.com
CEO	Mr. Saahil Murarka	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317000	contact@bksec.com

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

SEBI : <https://scores.gov.in/scores/Welcome.html> or

NSE : <https://investorhelpline.nseindia.com/NICEPLUS/>or

BSE : <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>

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

Please note that our business setup is completely into Institutional Broking hence Customer Care is not applicable to us.