

'ANNEXURE A'

ESCALATION MATRIX:

Details of	Contact Person	Address	Direct Contact No.	Email Id	Operational / Working Hours
Customer care/ Client Servicing	Ms. Komal	4282/3, Ansari Road, Daryaganj, New Delhi, 110002	09560058518	customerservices@cnbfinwiz.com	Mon-Sat; 9:00 AM to 6:30 PM
Head of Customer Care/Head of Client Servicing	Mr. Shyam Sunder	4282/3, Ansari Road, Daryaganj, New Delhi, 110002	08860078518	grievance.ops@cnbfinwiz.com	Mon-Sat; 9:00 AM to 6:30 PM
Compliance Officer	Mr. Paras Sharma	4282/3, Ansari Road, Daryaganj, New Delhi, 110002	08860078514	cs@cnbfinwiz.com	Mon-Sat; 9:00 AM to 6:30 PM
Chief Executive Officer (CEO)	Mr. Naman Bagri	4282/3, Ansari Road, Daryaganj, New Delhi, 110002	08860078522	grievance.md@cnbfinwiz.com	Mon-Sat; 9:00 AM to 6:30 PM

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

- **SEBI at : <https://scores.sebi.gov.in/>**
- **Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>**
- **Exchange at <https://bsecrec.bseindia.com/ecomplaint/frmlInvestorHome.aspx>**
- **CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>**
- **MCX at <https://www.mcxindia.com/Investor-Services>**

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