

**Escalation Matrix – Sharekhan Ltd – Depository Participant Services**

<b>Escalation Level</b>	<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Direct Contact No.</b>	<b>Email id</b>	<b>Operational Working Hours</b>
Level 1	Customer Care	Customer Service	Sharekhan Limited, 10th Floor, Beta Building, Lodha iThink Techno Campus, off. JVLR, Opp. Kanjurmarg Railway Station, Kanjurmarg (East), Mumbai - 400042, Maharashtra	022-25753200 / 022-25753500/022-61151111/022-33054600	<a href="mailto:dpcall@sharekhan.com">dpcall@sharekhan.com</a>	Monday to Friday 08:30 am to 05:00 pm
Level 2	Head of Customer Care	Merwyn Monteiro	Sharekhan Limited, 10th Floor, Beta Building, Lodha iThink Techno Campus, off. JVLR, Opp. Kanjurmarg Railway Station, Kanjurmarg (East), Mumbai - 400042, Maharashtra	8655939545	<a href="mailto:escalations@sharekhan.com">escalations@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 pm
Level 3	Compliance Officer	Binkle Oza	Sharekhan Limited, 10th Floor, Beta Building, Lodha iThink Techno Campus, off. JVLR, Opp. Kanjurmarg Railway Station, Kanjurmarg (East), Mumbai - 400042, Maharashtra	022- 61169602	<a href="mailto:complianceofficer@sharekhan.com">complianceofficer@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 pm

Level 4	Chief Executive Officer (CEO)	Jaideep Arora	The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA	8655939539	<a href="mailto:ceo@sharekhan.com">ceo@sharekhan.com</a>	Monday to Friday 10:00 am to 05:00 pm
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Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal