

Annexure A

Escalation Matrix for Depository:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Ms. Alpana Gupta	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562- 4266600	helpdesk1@rmoneyindia.com	Mon To Sat; 09:00 AM To 6:00 PM
Head of Customer care	Mr. Amit Govil	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91+562- 4039227	helpdesk@rmoneyindia.com	Mon To Sat; 09:00 AM To 6:00 PM
Compliance Officer	Mr. Narendra Chauhan	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562- 4039212	rmcompliance@rmoneyindia.com	Mon To Sat; 10:00 AM To 7:00 PM
CEO	Mr. Saurabh Mittal	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562- 4039217	saurabh.mittal@rmoneyindia.com	Mon To Sat; 10:00 AM To 7:00 PM

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.