

Annexure A

Escalation Matrix for Exchanges:

| 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 SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.