

## 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	<a href="mailto:helpdesk1@rmoneyindia.com">helpdesk1@rmoneyindia.com</a>	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	<a href="mailto:helpdesk@rmoneyindia.com">helpdesk@rmoneyindia.com</a>	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	<a href="mailto:rmcompliance@rmoneyindia.com">rmcompliance@rmoneyindia.com</a>	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	<a href="mailto:saurabh.mittal@rmoneyindia.com">saurabh.mittal@rmoneyindia.com</a>	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.sebi.gov.in> or Exchanges at:

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

BSE : <https://www.bseindia.com/investors/invgrievstats.aspx>

MCX : <https://igrs.mcxindia.com/DisclosureClientComplaints.aspx>

NCDEX : <https://www.ncdex.com/investor-grievances/online-complaint-registration>

MSEI: <https://mseonlinecomplaint.msei.in>

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