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	complaint@rmoneyindia.com	Mon To Sat; 09:00 AM To 6:00 PM
Head of Customercare	Mr.Amit Govil	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91+562-4039227	agovil@rmoneyindia.com	Mon To Sat; 09:00 AM To 6:00 PM
Compliance Officer	Mr.Raghib Husain	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562-4039212	rhussain@rmoneyindia.com	Mon To Sat; 10:00 AM To 7:00 PM
COO	Mr. Manoj Gupta	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562-4039217	mgupta@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.sebi.gov.in/ or Exchanges and Depositories at:

For NSE: https://investorhelpline.nseindia.com/NICEPLUS/

For BSE: https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx

For MSE: https://www.msei.in/Investors/Introduction

For CDSL: https://www.cdslindia.com/Footer/grievances.aspx

For NCDEX: https://ncdex.com/investor_complaint

For MCX: 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.