

Annexure A

Escalation Matrix:

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	N.A.	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317000	investorcomplaints@bksec.com	9:00 to 6:00
Head of Customer care	N.A.	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317000	investorcomplaints@bksec.com	9:00 to 6:00
Compliance Officer	Ms. Meenu Walia	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317240	compliance@bks ec.com	9:00 to 6:00
CEO	Mr. Sanjeev Mohta	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317139	contact@bksec.com	9:00 to 6:00
Principal Officer	Mr. Rohit Bhat	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317150	contact@bksec.com	9:00 to 6:00