

## Annexure A

### Escalation Matrix:

Details of	Contact Person	Address	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	<a href="mailto:compliance@bksec.com">compliance@bksec.com</a>	9:00 to 6:00
CEO	Mr. Saahil Murarka	11th Floor, Hallmark Business Plaza, Sant Dnyaneshwar Marg, Near Guru Nanak Hospital, Bandra East, Mumbai 400051.	+91-22-40317000	contact@bksec.com	9:00 to 6:00

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with:

SEBI : <https://scores.gov.in/scores/Welcome.html> or

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

BSE : <https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

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

Please note that our business setup is completely into Institutional Broking hence Customer Care is not applicable to us.