

**Annexure A**
**Investor Grievance Escalation Matrix for Stock Broking and Research Clients**

<b>Details</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email ID</b>	<b>Working Hours</b>
Customer Care/Client Servicing/Back Office Executive	Tushar Shah	House 9, 03rd Floor, Magnet Corporate Park, Near Zydus Hospital, S.G. Highway, Ahmedabad – 380 054.	079 6190 9563	tushar.shah@equirus.com	Trading Days 9:30 AM to 6:30 PM
Head of Customer Care/Client Servicing/Operations	Ritesh Shah	House 9, 03rd Floor, Magnet Corporate Park, Near Zydus Hospital, S.G. Highway, Ahmedabad – 380 054.	079 6190 9500	ritesh.shah@equirus.com	Trading Days 9:30 AM to 6:30 PM
Compliance Officer	Naman Shah	House 9, 03rd Floor, Magnet Corporate Park, Near Zydus Hospital, S.G. Highway, Ahmedabad – 380 054.	079 6190 9561	esplcompliance@equirus.com	Trading Days 9:30 AM to 6:30 PM
Chief Executive Officer (CEO)/Director	Vishad Turakhia	A-2102, A Wing, 21 <sup>st</sup> Floor, Marathon Futurex, N.M.Joshi Marg, Lower Parel, Mumbai – 400 013.	022 4332 0633	Vishad.turakhia@equirus.com	Trading Days 9:30 AM to 6:30 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 with BSE at <https://bseclbse.com/ecomplaint/frmlInvestorHome.aspx> or with NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>

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