

“Escalation Matrix” “Annexure A”

Details Of	Contact Person	Address	Contact No.	E-mailID
Customer Care	Ms. Shikha Jindal Ms. Sakshi Pol	SHCIL House, Plot No. P- 51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai – 400 710.	080-69850100	customerdesk@stockholdingservices.com
Head of Customer Care	Mr. Rajiv Somaiya	Same as above	022-61778622	Rajiv.Somaiya@stockholdingservices.com
Compliance Officer	Ms. Poonam Chhikara	Same as above	022-61778605	poonam.chhikara@stockholdingservices.com ssl.compliance@stockholdingservices.com
MD & CEO	Mr. Prabhat Kumar Dubey	Same as above	022-61778603	md_desk@stockholdingservices.com

- NSE Complaints: <https://investorhelpline.nseindia.com/NICEPLUS/>.
- BSE Complaints: <https://bsecrecs.bseindia.com/e/complaint/frmlInvestorHome.aspx>
- MCX Complaints: <https://www.mcxindia.com/Investor-Services>
- In the absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at - <https://scores.sebi.gov.in>
- Please quote your Service Ticket/Complaint Ref No while raising your complaint SEBI SCORES/Exchange portal
- Smart Online Dispute Resolution Portal (Smart ODR) - <https://smartodr.in/login>
- Working Hours: 9:00 AM to 5:30 PM