

## Annexure A

### Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Ranu Shah	204,205 Amardarshan 28/2 Old Palasia, Indore M.P. 452018	0731- 4797170	customercare@indiratrade.com	(08:30 AM to 6:30 PM)
Head of Customer care	Pritesh Khandelwal	204,205 Amardarshan 28/2 Old Palasia, Indore M.P. 452018	0731- 4797174	customercare@indiratrade.com	(08:30 AM to 6:30 PM)
Compliance Officer	Indrendu Joshi	204,205 Amardarshan 28/2 Old Palasia, Indore M.P. 452018	0731- 4797275	compliance@indiratrade.com	(08:30 AM to 3:30 PM)
CEO	Dharmesh Khandelwal	6 <sup>th</sup> Floor, Rafael Tower, Greater Kailash Road, Old Palasia, Indore, Madhya Pradesh 452001, India	9303870088	ceo@indiratrade.com	(09:30 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 Exchange at :

Nse: <https://investorhelpline.nseindia.com/NICEPLUS/>

Bse: <https://bsecre.bseindia.com/ecomplaint/frmInvestorHome.aspx>

Mcx: <https://www.mcxindia.com/Investor-Services>

Ncdex: [https://ncdex.com/investor\\_complaint](https://ncdex.com/investor_complaint)

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