

Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email ID
Customer Care	Meenu Dhingra	901, 9 th Floor, Platina, Plot No. C-59, Bandra Kurla Complex, Bandra East, Mumbai – 4000051	+91 11 4312 4108 (Monday-Friday; 9:30 AM to 6:00 PM)	meenu.dhingra@avendus.com
Head of Customer Care	Dhruv Muni	901, 9 th Floor, Platina, Plot No. C-59, Bandra Kurla Complex, Bandra East, Mumbai – 4000051	+91 22 6648 1260 (Monday-Friday; 9:30 AM to 6:00 PM)	dhruv.muni@avendus.com
Compliance Officer	Ms. Palak Furia	901, 9 th Floor, Platina, Plot No. C-59, Bandra Kurla Complex, Bandra East, Mumbai – 4000051	+91 22 6648 1295 (Monday-Friday; 9:30 AM to 6:00 PM)	palak.furia@avendus.com awmplcompliance@avendus.com awmplig@avendus.com
CEO	Mr. Apurva Sahijwani	901, 9 th Floor, Platina, Plot No. C-59, Bandra Kurla Complex, Bandra East, Mumbai – 4000051	+91 22 6648 1458 (Monday-Friday; 9:30 AM to 6:00 PM)	apurva.sahijwani@avendus.com

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

a) SEBI at <https://scores.sebi.gov.in/> or

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

c) BSE at <https://bsecrecs.bseindia.com/ecomplaint/frnInvestorHome.aspx>

If investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR Portal) at <https://smartodr.in/login>.

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