

Escalation Matrix for any Grievances of Equity/Currency/Commodity/DP/NPS

Customer Care	Contact Person	Address	Contact No.	Email	Working Hours
Customer Care	Amees Parikh	Monarch House, Opp. Prahladbhai Patel Garden, Near Ishwar Bhuvan, Commerce Six Road, Navrangpura, Ahmedabad-380009	079-26666517	helpdesk@mnclgroup.com	Mon - Fri (9:30 am To 6:00 pm)
Head of Customer Care	John Manavalan	4th Floor, Laxmi Tower, B- Wing, G Block, Bandra Kurla Complex, Bandra (E), Mumbai- 400051	022-66476456	headcustomerservice@mnclgroup.com	Mon - Fri (9:30 am To 6:00 pm)
Compliance Officer	Nikhil Parikh	Monarch House, Opp. Prahladbhai Patel Garden, Near Ishwar Bhuvan, Commerce Six Road, Navrangpura, Ahmedabad-380009	079-266665768	compliance@mnclgroup.com	Mon - Fri (9:30 am To 6:00 pm)
CEO	Gaurav Bhandari	4th Floor, Laxmi Tower, B- Wing, G Block, Bandra Kurla Complex, Bandra (E), Mumbai-400051	022-66476400	ceo@mnclgroup.com	Mon - Fri (9:30 am To 6:00 pm)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in> or respective Exchanges & DPs at

BSE : <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>
NSE : <https://investorhelpline.nseindia.com/NICEPLUS>
MCX : <https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint>
NCDEX : <https://ncdex.com/grievances>
NSDL : <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>
CDSL : <https://www.cdslindia.com/Footer/grievances.aspx>
NPS : <https://www.npscra.nsdl.co.in/Log-your-grievance.php>