

## Annexure A



### Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care (Capital Market Division)	Mr. Sandeep Seth	Padam Towers 14/113, Civil Lines Kanpur – 208 001	9839026611 Working Hours' Mon-Fri 9:30 AM - 05:30 PM	<a href="mailto:sandeep.upse@gmail.com">sandeep.upse@gmail.com</a>
Client Servicing (DP Division)	Mr. Dinesh Kashyap	Padam Towers 14/113, Civil Lines Kanpur – 208 001	7007173064 Working Hours' Mon-Fri 9:30 AM - 05:30 PM	<a href="mailto:dineshupse@gmail.com">dineshupse@gmail.com</a>
Head of Customer Care / Client Servicing	Mr. Suresh Gupta	Padam Towers, 14/113, Civil Lines, Kanpur – 208 001	9305425551 Working Hours' Mon-Fri 9:30 AM - 05:30 PM	<a href="mailto:suresh_upse@rediffmail.com">suresh_upse@rediffmail.com</a>
Compliance Officer & KMP	Mr. Jagesh Kumar Dixit	Padam Towers, 14/113, Civil Lines, Kanpur – 208 001	9839458082 Working Hours' Mon-Fri 9:30 AM - 05:30 PM	<a href="mailto:jkd@upsecindia.com">jkd@upsecindia.com</a>
CEO	Mr. Jagesh Kumar Dixit	Padam Towers, 14/113, Civil Lines, Kanpur – 208 001	9839458082 Working Hours' Mon-Fri 9:30 AM - 05:30 PM	<a href="mailto:ceounlockwsl@gmail.com">ceounlockwsl@gmail.com</a>

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html> or NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> or BSE at <https://bsecrecs.bseindia.com/ecomplaint/frnInvestorHome.aspx>  
Please quote your Complaint Ref No. / Service Ticket while raising your complaint at SEBI SCORES/NSE/BSE/ Depository portal.