

## Annexure A

### Escalation Matrix

| DETAILS OF                  | CONTACT PERSON          | ADDRESS   | Contact No.  | E-MAIL ID                                                                |
|-----------------------------|-------------------------|-----------|--------------|--------------------------------------------------------------------------|
| CLIENT<br>SERVICING         | MS. MUSKANN SHAIKH      | THANE RO  | 022-71991460 | <a href="mailto:shaikhmy@svcbank.com">shaikhmy@svcbank.com</a>           |
|                             | MS. VIDYA PUJARI        |           | 022-71991464 | <a href="mailto:pujarivs@svcbank.com">pujarivs@svcbank.com</a>           |
| HEAD OF CLIENT<br>SERVICING | MR. KAUSTUBH<br>MAYEKAR | THANE RO  | 022-71991462 | <a href="mailto:mayekarks@svcbank.com">mayekarks@svcbank.com</a>         |
| COMPLIANCE<br>OFFICER       | MS. TRUPTI DESAI        | THANE RO  | 022-71991461 | <a href="mailto:desaits@svcbank.com">desaits@svcbank.com</a>             |
| MD                          | MR. RAVINDER SINGH      | VAKOLA HO | 022-66999901 | <a href="mailto:dp_grievances@svcbank.com">dp_grievances@svcbank.com</a> |

Working Hours of All the above Escalation Levels are:

9 AM to 5.30 PM from Monday to Saturday (Except 2<sup>nd</sup> and 4<sup>th</sup> Saturday)

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>

Please quote your complaint Ref No. while raising your complaint at SEBI SCORES/Depository portal.