Investor Grievance Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email ID	Working Hours
Client Servicing / Customer Care	Ms. Clelia Banare	First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India)	+91 22 6175 6893	Clelia.Banare@citi.com	Mon to Fri: 9 am to 6 pm
Head of Client Servicing / Customer Care	Mr. Brian Natividade Fernandes	First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India)	+9122 6175 7103	Brian.Natividade.Fernandes@citi.com	Mon to Fri: 9 am to 6 pm
Compliance Officer	Mr. Chirag Udani	First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India)	+9122 6175 6467	Chirag.Udani@citi.com	Mon to Fri: 9 am to 6 pm
CEO	K Balasubramanian	First International Finance Centre, 9th Floor, Plot No. C54/C55, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 098 (India)	+91 22 6175 5275	k.balasubramanian@citi.com	Mon to Fri: 9 am to 6 pm

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

NSDL at https://investor.nsdl.com/portal/en/home
CDSL at https://www.cdslindia.com/Footer/grievances.aspx
OR
SEBI at https://scores.sebi.gov.in/

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