

Annexure A
Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Arvinth K S	1 st Floor, A-North Block, Tidel Park, Taramani, Chennai, Tamil Nadu, 600113	044-22548301	arvinthks@kvbmail.com	10:00 AM to 5:00 PM
Head of Customer care	Srinivasa Rao N.	Registered And Central Office No.20, Erode Road Vadivel Nagar, L.N.S. Post Karur, Tamil Nadu, 639002	04324-269502	srinivasaraon@kvbmail.com	10:00 AM to 5:00 PM
DP Compliance Officer	Manoj Kumar D	No 1, Padmavathiyar Road Demat Cell - 1292, Off Peters Road, 4th Floor D Gopalapuram Chennai, Tamil Nadu, 600086	044-28359248	head.dematcell@kvbmail.com	10:00 AM to 5:00 PM
CEO	Ramesh Babu B	Registered And Central Office No.20, Erode Road Vadivel Nagar, L.N.S. Post Karur, Tamil Nadu, 639002	04324-269028	kvbceo@kvbmail.com	10:00 AM to 5:00 PM

Note: Working hours 10.00 AM to 5.00 PM / 2nd and 4th Saturday holiday / All Sundays Holiday.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal