

## ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer Care	Mr. Pankaj Khatri	Relitrade House, 2 <sup>nd</sup> Floor 'O', Block Mondeal Retail Park, Nr. Rajpath Club, S. G. Highway, Ahmedabad - 380059, Gujarat, India	079 - 68199912	<a href="mailto:wecare@relitrade.in">wecare@relitrade.in</a>	Monday to Friday (09: 30 am to 6: 30 PM) Saturday (10: 30 AM to 2: 30 PM)
Head of Customer Care	Mr. Darshan Parmar	Relitrade House, 2 <sup>nd</sup> Floor 'O', Block Mondeal Retail Park, Nr. Rajpath Club, S. G. Highway, Ahmedabad - 380059, Gujarat, India	079 - 68199910	<a href="mailto:Dp.helpdesk@relitrade.in">Dp.helpdesk@relitrade.in</a>	Monday to Friday (09: 30 am to 6: 30 PM) Saturday (10: 30 AM to 2: 30 PM)
Compliance Department	Ms. Payal Dabhi	Relitrade House, 2 <sup>nd</sup> Floor 'O', Block Mondeal Retail Park, Nr. Rajpath Club, S. G. Highway, Ahmedabad - 380059, Gujarat, India	079 - 68199927	<a href="mailto:cs@relitrade.in">cs@relitrade.in</a>	Monday to Friday (09: 30 am to 6: 30 PM) Saturday (10: 30 AM to 2: 30 PM)
Compliance Officer & Managing Director	Mr. Karan Sanghvi	Relitrade House, 2 <sup>nd</sup> Floor 'O', Block Mondeal Retail Park, Nr. Rajpath Club, S. G. Highway, Ahmedabad - 380059, Gujarat, India	079 - 68199999	<a href="mailto:karan@relitrade.in">karan@relitrade.in</a>	Monday to Friday (09: 30 am to 6: 30 PM) Saturday (10: 30 AM to 2: 30 PM)

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

SEBI at <https://scores.gov.in/scores/Welcome.html> or respective exchange at

BSE: <https://bse.rs.bseindia.com/ecomplaint/frmInvestorHome.aspx>

NSE: <https://investorhelpline.nseindia.com/NICEPLUS/>

MCX: <https://www.mcxindia.com/Investor-Services>

CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.