

### ESCALATION MATRIX

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email Id</b>	<b>Working Hours</b>
Customer Care	Mr. Pankaj Khatri	Relitrade House, 2nd 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	Ms. Roshni Rajput	Relitrade House, 2nd 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, 2nd Floor 'O', Block Mondeal Retail Park, Nr. Rajpath Club, S. G. Highway, Ahmedabad – 380059, Gujarat, India	079 - 68199926	<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, 2nd 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)

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

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

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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.