

ESCALATION MATRIX

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
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	wecare@relitrade.in	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	Dp.helpdesk@relitrade.in	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	cs@relitrade.in	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	karan@relitrade.in	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.sebi.gov.in/> or respective exchange at

BSE: <https://bsecl.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.