

**Escalation Matrix – Mirae Asset Sharekhan – Broking services**

Escalation Level	Details of	Contact Person	Address	Direct Contact No.	Email id	Operational /Working Hours
Level 1	Customer Care	Customer Service	Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-41523200 /022-41683500/ 022-61151111/022-022-69920600	<a href="mailto:myaccount@sharekhan.com">myaccount@sharekhan.com</a>	Monday to Friday 09:00 am to 06:00 pm
Level 2	Head of Customer Care	Supriya Shetty	Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939545	<a href="mailto:escalations@sharekhan.com">escalations@sharekhan.com</a>	Monday to Friday 09:00 am to 06:00 pm.
Level 3	Compliance Officer	Joby John Meledan	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	022 4657 3809	<a href="mailto:complianceofficer@sharekhan.com">complianceofficer@sharekhan.com</a>	Monday to Friday 09:00 am to 06:00 pm
Level 4	Chief Executive Officer (CEO)	Mr. Moon Kyung Kang	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	8655939539	<a href="mailto:ceo@sharekhan.com">ceo@sharekhan.com</a>	Monday to Friday 09:00 am to 06:00 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI Scores 2.0 at <https://scores.sebi.gov.in/> or Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bsecrecs.bseindia.com/ecomplaint/frnInvestorHome.aspx> or <https://www.mcxindia.com/Investor-Services> or Online Dispute Resolution (ODR) portal - <https://smartodr.in/login>

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

**Escalation Matrix – Mirae Asset Sharekhan – Depository Participant Services**

Escalation Level	Details of	Contact Person	Address	Direct Contact No.	Email id	Operational Working Hours
Level 1	Customer Care	Customer Service	Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-41523200 /022-41683500/ 022-61151111/022-69920600	<a href="mailto:dpcall@sharekhan.com">dpcall@sharekhan.com</a>	Monday to Friday - 09:00 am to 06:00 pm
Level 2	Head of Customer Care	Supriya Shetty	Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939545	<a href="mailto:escalations@sharekhan.com">escalations@sharekhan.com</a>	Monday to Friday – 09:00 am to 06:00 pm
Level 3	Compliance Officer	Joby John Meledan	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	022 4657 3809	<a href="mailto:complianceofficer@sharekhan.com">complianceofficer@sharekhan.com</a>	Monday to Friday – 09:00 am to 06:00 pm
Level 4	Chief Executive Officer (CEO)	Mr. Moon Kyung Kang	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	8655939539	<a href="mailto:ceo@sharekhan.com">ceo@sharekhan.com</a>	Monday to Friday – 09:00 am to 06:00 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI Scores 2.0 at <https://scores.sebi.gov.in/> or Depositories at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>, <https://www.cdslindia.com/Footer/grievances.aspx> or Online Dispute Resolution (ODR) portal - <https://smartodr.in/login>

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

**Escalation Matrix – Mirae Asset Sharekhan – Research Analysts (RAs)**

Details of Designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Purnima Rao	Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022 41523200 / 022 61151111	<a href="mailto:myaccount@sharekhan.com">myaccount@sharekhan.com</a>	Monday to Friday - 09:00 am to 06:00 pm
Head of Customer Care	Supriya Shetty	Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939545	<a href="mailto:escalations@sharekhan.com">escalations@sharekhan.com</a>	Monday to Friday - 09:00 am to 06:00 pm
Compliance Officer	Joby John Meledan	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	022 4657 3809	<a href="mailto:complianceofficer@sharekhan.com">complianceofficer@sharekhan.com</a>	Monday to Friday - 09:00 am to 06:00 pm
CEO	Mr. Moon Kyung Kang	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	8655939539 / 022-67502000	<a href="mailto:ceo@sharekhan.com">ceo@sharekhan.com</a>	Monday to Friday – 09:00 am to 06:00 pm
Principal Officer	Mr. Somil Mehta	1st Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla (West), Mumbai 400 070, Maharashtra, India.	022-6750 2000	<a href="mailto:somil.mehta@sharekhan.com">somil.mehta@sharekhan.com</a>	Monday to Friday – 09:00 am to 06:00 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI Scores 2.0 at <https://scores.sebi.gov.in/> or Depositories at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>, <https://www.cdslindia.com/Footer/grievances.aspx> or Online Dispute Resolution (ODR) portal - <https://smartodr.in/login>

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