

## Annexure A

### Escalation Matrix:

| Details of            | Contact Person  | Address   | Contact No.   | Working Hours                        | Email Id   |
|-----------------------|-----------------|---|---------------|--------------------------------------|--|
| Customer Care         | Sumedha Kamble  | No 1, 18th Floor, Urmi Estate, 95, Ganpatrao Kadam Marg, Lower Parel (W), Mumbai-400013 | 022-24831848  | 9:00am - 18:00pm<br>Monday to Friday | <a href="mailto:contact@phillipcapital.in">contact@phillipcapital.in</a>                 |
| Head of Customer Care | Savita Rajpal   | No 1, 18th Floor, Urmi Estate, 95, Ganpatrao Kadam Marg, Lower Parel (W), Mumbai-400013 | 022-66551286  | 9:00am - 18:00pm<br>Monday to Friday | <a href="mailto:customeraffairs@phillipcapital.in">customeraffairs@phillipcapital.in</a> |
| Compliance Officer    | Alauddin Shaikh | No 1, 18th Floor, Urmi Estate, 95, Ganpatrao Kadam Marg, Lower Parel (W), Mumbai-400013 | 022- 24831812 | 10:00am -19:00pm<br>Monday to Friday | <a href="mailto:compliance@phillipcapital.in">compliance@phillipcapital.in</a>           |
| Designated Director   | Nihit Parikh    | No 1, 18th Floor, Urmi Estate, 95, Ganpatrao Kadam Marg, Lower Parel (W), Mumbai-400013 | 022- 24832963 | 10:00am -19:00pm<br>Monday to Friday | <a href="mailto:ceooffice@phillipcapital.in">ceooffice@phillipcapital.in</a>             |

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 Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.