

Annexure A

Investor Grievance Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Archana Solanki	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai- 400099.	022-67236035	archana.solanki@kcsecurities.com support@kcsecurities.com	Monday – Friday : 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.30 AM to 3.30 PM.
Head of Customer care	Rupal Angane	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai- 400099.	022-67236180	rupal.angane@kcsecurities.com	Monday – Friday : 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.30 AM to 3.30 PM.
Compliance Officer	Ajay M. Shah	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai- 400099.	022-67236051	ajay.shah@kcsecurities.com	Monday – Friday : 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.30 AM to 3.30 PM.
CEO	Vishnu Tibrewala	601 – 602, 6th Floor, INIZIO Business Centre Premises, Cardinal Gracious Road, Chakala, Andheri (East), Mumbai- 400099.	91-8652630092	vishnu.tibrewala@kcsecurities.com	Monday – Friday : 9.00 AM. to 6.00 PM. Saturday (1st , 3rd & 5th) – 10.30 AM to 3.30 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 Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/> <https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> <https://www.mcxindia.com/Investor-Services> and Depository at <https://www.cdslindia.com/Footer/grievances.aspx>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal