

## Annexure A

### Investor Grievance Escalation Matrix

Details Of	Contact Person	Address	Contact No.	Email Id
Customer Care	Archana Solanki	7 <sup>th</sup> Floor, Sangita Ellipse, Plot No. 32, Tajpal Scheme, Sahakar Road, Vile Parle (East), Mumbai 400057	Direct Number : 022-67236035  Working Hours : Monday – Friday : 9.00 AM. to 6.00 PM. Saturday ( 1st , 3rd & 5th ) – 10.30 AM to 3.30 PM.	<a href="mailto:archana.solanki@kcsecurities.com">archana.solanki@kcsecurities.com</a>  <a href="mailto:support@kcsecurities.com">support@kcsecurities.com</a>
Head Of Customer Care	Rupal Angane	7 <sup>th</sup> Floor, Sangita Ellipse, Plot No. 32, Tajpal Scheme, Sahakar Road, Vile Parle (East), Mumbai 400057	Direct Number 022-67236180  Working Hours : Monday – Friday : 9.00 AM. to 6.00 PM. Saturday ( 1st , 3rd & 5th ) – 10.30 AM to 3.30 PM.	<a href="mailto:rupal.angane@kcsecurities.com">rupal.angane@kcsecurities.com</a>
Compliance Officer	Ajay M. Shah	7 <sup>th</sup> Floor, Sangita Ellipse, Plot No. 32, Tajpal Scheme, Sahakar Road, Vile Parle (East), Mumbai 400057	Direct Number 022-67236051  Working Hours : Monday – Friday : 9.00 AM. to 6.00 PM. Saturday ( 1st , 3rd & 5th ) – 10.30 AM to 3.30 PM.	<a href="mailto:ajay.shah@kcsecurities.com">ajay.shah@kcsecurities.com</a>
CEO	Chetan Shah	7 <sup>th</sup> Floor, Sangita Ellipse, Plot No. 32, Tajpal Scheme, Sahakar Road, Vile Parle (East), Mumbai 400057	Direct Number : +91-8652630092  Working Hours : Monday – Friday : 9.00 AM. to 6.00 PM. Saturday ( 1st , 3rd & 5th ) – 10.30 AM to 3.30 PM.	<a href="mailto:chetan.shah@kcsecurities.com">chetan.shah@kcsecurities.com</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/> <https://bsecre.bseindia.com/ecomplaint/frmInvestorHome.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