

## Annexure A

### Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Operational / Working Hours
Customer care	Santhosh Sanu	1 <sup>st</sup> Floor, Queen Paradise, Curve Road, Shivaji Nagar, Bangalore 560 051 Karnataka.	9902989897	<a href="mailto:santhosh.s@fisdome.com">santhosh.s@fisdome.com</a>	Monday to Saturday 8.45 am to 7 pm (2 <sup>nd</sup> & 4 <sup>th</sup> Saturday is non-working)
Head of Customer care	Sagar Parekh	1 <sup>st</sup> Floor, Queen Paradise, Curve Road, Shivaji Nagar, Bangalore 560 051 Karnataka.	9819718508	<a href="mailto:sagar.parekh@fisdome.com">sagar.parekh@fisdome.com</a>	Monday to Saturday 8.45 am to 7 pm (2 <sup>nd</sup> & 4 <sup>th</sup> Saturday is non-working)
Compliance Officer	Krishna Jakkula	Kanakia Wall Street, Office Unit No. 1002, A Wing, 10 <sup>th</sup> Floor, Andheri Kurla Road, Chakala, Andheri (East), Mumbai – 400 093.	8951949507	<a href="mailto:compliance@fisdome.com">compliance@fisdome.com</a>	Monday to Friday 9 am to 6 pm
CEO	Rakesh Singh	Kanakia Wall Street, Office Unit No. 1002, A Wing, 10 <sup>th</sup> Floor, Andheri Kurla Road, Chakala, Andheri (East), Mumbai – 400 093.	9642596425	<a href="mailto:ceo@fisdome.com">ceo@fisdome.com</a>	Monday to Friday 9 am to 6 pm

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NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE at <https://bsecreg.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

CDSL 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.