

Investor Grievances Escalation Matrix

Details of	Contact Person	Address	Contact No.*	Email ID
Customer Care	Ms. Diksha Singh	One International Centre (formerly IFC), Tower 1, 4 th Floor, Plot No. 612-613, Elphinstone Mills Compound, Senapati Bapat Marg, Mumbai, Maharashtra	022-61446300	For queries/support: helpdesk@indiabulls.com For grievances: grievances_isl@indiabulls.com
Head of Customer Care	Mr. Hitesh Gohil		022-61446363	ISLheadcustomercare@indiabulls.com
Compliance Officer (Trading)	Ms. Sangeeta Dahiya	Plot No. 108, 5th Floor, IT Park, Udyog Vihar, Phase-I, Gurugram - 122016, Haryana.	022-61446310	complianceofficer@indiabulls.com
Compliance Officer (DP)	Mr. Akshay Kumar Tiwary		022-61446320	complianceofficer_dp@indiabulls.com
Whole Time Director	Mr. Ashu Khanna	Plot No. 108, 5th Floor, IT Park, Udyog Vihar, Phase-I, Gurugram - 122016, Haryana.	0124-6685811	ISL_regulatory@indiabulls.com

*** Working Hours: Monday to Friday (9:00 AM to 6:00 PM) excluding trading holidays.**

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:

- NSE: <https://investorhelpline.nseindia.com/NICEPLUS/> or ignse@nse.co.in
- BSE: <https://bsecre.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or is@bseindia.com
- MCX: grievance@mcxindia.com

or Depository at:

- NSDL: <https://www.epass.nsdl.com/> or relations@nsdl.com
- CDSL: <https://www.cdslindia.com/eservices/footer/grievances> or complaints@cdslindia.com

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