

**Escalation Matrix ( Common for Trading & Demat purpose):**

| Details of            | Contact Person | Address  | Contact No.    | Email Id  | Operational/<br>Working Hours   |
|-----------------------|----------------|--|----------------|---|---|
| Customer care         | Jaina Parikh   | SIHL HOUSE, Opp. Ambawadi Jain Temple, Nehrunagar Cross Road, Ahmedabad - 380015 | 079-68226822   | <a href="mailto:helpdesk@sihl.in">helpdesk@sihl.in</a> & <a href="mailto:investors@sihl.in">investors@sihl.in</a> | <p align="center"><u>OFFICE TIMINGS</u></p> <p>Monday to Friday – 9:00 am to 6:00 pm</p> <p>Saturday – 10:00 am to 4.30 pm</p> <p>Office will remain close on Sunday and on Exchange Holidays</p> |
| Head of Customer Care | Parul Chauhan  | SIHL HOUSE, Opp. Ambawadi Jain Temple, Nehrunagar Cross Road, Ahmedabad - 380015 | 079-41072284   | <a href="mailto:helpdesk@sihl.in">helpdesk@sihl.in</a> & <a href="mailto:investors@sihl.in">investors@sihl.in</a> | <p align="center"><u>OFFICE TIMINGS</u></p> <p>Monday to Friday – 9:00 am to 6:00 pm</p> <p>Saturday – 10:00 am to 4.30 pm</p> <p>Office will remain close on Sunday and on Exchange Holidays</p> |
| Compliance Officer    | Utpal P. Shah  | SIHL HOUSE, Opp. Ambawadi Jain Temple, Nehrunagar Cross Road, Ahmedabad - 380015 | 079 - 41072309 | <a href="mailto:utpal.shah@sihl.in">utpal.shah@sihl.in</a>  | <p align="center"><u>OFFICE TIMINGS</u></p> <p>Monday to Friday – 9:00 am to 6:00 pm</p> <p>Saturday – 10:00 am to 4.30 pm</p> <p>Office will remain close on Sunday and on Exchange Holidays</p> |

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| Chief Executive Officer(CEO) | Tanmay U. Shah | SIHL HOUSE, Opp. Ambawadi Jain Temple, Nehrunagar Cross Road, Ahmedabad - 380015 | 079-41072308 | tanmay.shah@sihl.in | <u>OFFICE TIMINGS</u><br><br>Monday to Friday – 9:00 am to 6:00 pm<br><br>Saturday – 10:00 am to 4.30 pm<br><br>Office will remain close on Sunday and on Exchange Holidays |
|------------------------------|----------------|--|--------------|---------------------|---|

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 Depository at (NSDL) <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or at (CDSL) <https://www.cdslindia.com/Footer/grievances.aspx> or at Exchanges at (BSE) <https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> and (NSE) <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Depository/Exchange portal.