

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

Details of	Contact Person	Address	Contact No.	Email Id	Operational/ 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>	<u>OFFICE TIMINGS</u>  Monday to Friday – 9:00 am to 6:00 pm  Saturday – 10:00 am to 4.30 pm  Office will remain close on Sunday and on Exchange Holidays
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>	<u>OFFICE TIMINGS</u>  Monday to Friday – 9:00 am to 6:00 pm  Saturday – 10:00 am to 4.30 pm  Office will remain close on Sunday and on Exchange Holidays
Compliance Officer	Shalvi R. Kharidia	SIHL HOUSE, Opp. Ambawadi Jain Temple, Nehrunagar Cross Road, Ahmedabad - 380015	079 - 41072255	<a href="mailto:shalvi.shah@sihl.in">shalvi.shah@sihl.in</a>	<u>OFFICE TIMINGS</u>  Monday to Friday – 9:00 am to 6:00 pm  Saturday – 10:00 am to 4.30 pm  Office will remain close on Sunday and on Exchange Holidays

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>  Monday to Friday – 9:00 am to 6:00 pm  Saturday – 10:00 am to 4.30 pm  Office will remain close on Sunday and on Exchange Holidays
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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://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> and (NSE) <https://investorhelpline.nseindia.com/NICEPLUS/>. and <https://www.mcxindia.com/Investor-Services> (MCX) or at Smart ODR Portal <https://smartodr.in/login> Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Depository/Exchange portal.