

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	helpdesk@sihl.in & investors@sihl.in	<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	helpdesk@sihl.in & investors@sihl.in	<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	utpal.shah@sihl.in	<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>

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://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> and (NSE) <https://investorhelpline.nseindia.com/NICEPLUS/>. 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.