

COMPLAINT REDRESSAL ESCALATION MATRIX

- In case concerns not addressed, you may escalate it to Next Level as per below matrix. Please quote your Email Interaction No. while raising your complaint to the subsequent level.

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Mr. Raj Zha	AG 5 Shalimar Bagh, Delhi 110088	011-40072251	ho@peeaaarmail.com	All trading days 09:00 AM to 06:00 PM
Head of Customer care	Mr. Nikhil Gupta	AG 5 Shalimar Bagh, Delhi 110088	011-40072252	nikhil@peeaaarmail.com	All trading days 09:00 AM to 06:00 PM
Compliance Officer	Mr. Mukesh Pal Verma	AG 5 Shalimar Bagh, Delhi 110088	011-40072253	mpv@peeaaarmail.com	All trading days 09:00 AM to 06:00 PM
CEO	Mr. Ashok Kumar Gupta	AG 5 Shalimar Bagh, Delhi 110088	011-40072254	akg@peeaaarmail.com	All trading days 09:00 AM to 06:00 PM

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

- [SEBI at https://scores.gov.in/scores/Welcome.html](https://scores.gov.in/scores/Welcome.html)
- [NSE at https://investorhelpline.nseindia.com/NICEPLUS/](https://investorhelpline.nseindia.com/NICEPLUS/)
- [BSE at https://bsecre.bseindia.com/ecomplaint/frmInvestorHome.aspx](https://bsecre.bseindia.com/ecomplaint/frmInvestorHome.aspx)
- [NCDEX at https://ncdex.com/investor_complaint](https://ncdex.com/investor_complaint)
- [MCX at https://www.mcxindia.com/Investor-Services](https://www.mcxindia.com/Investor-Services)
- [CDSL at https://www.cdslindia.com/Footer/grievances.aspx](https://www.cdslindia.com/Footer/grievances.aspx)

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

- Dedicated helpline & Email Id for reporting of cyber incidents by Investors

Helpline Number for Cyber Attacks	Email Id for reporting of Cyber Attacks
01142258000	sg@peeaaarmail.com