

**Escalation Matrix(NSE/BSE/CDSL):**

Details of	Contact Person	Address	*Direct contact No.	Email ID
Customer Care	Customer Care Desk	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103	07612796277	feedback@paytmoney.com
Head of Customer Care	Rakesh Seth	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103.	07612796285	exg.support@paytmoney.com
Compliance Officer	Boudhayan Ghosh	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103.	07612796281	exg.complianceofficer@paytmoney.com
Chief Executive Officer (CEO)	Rakesh Singh	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103.	07612796284	info@paytmoney.com

\* Operational/ Working Hours: 9:00 am to 5:00 pm- week days (except market holiday, Saturday and Sunday)

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

- Exchange (NSE) at <https://investorhelpline.nseindia.com/NICEPLUS/>
- Exchange (BSE) at <https://bseers.bseindia.com/ecomplaint/frmInvestorHome.aspx>
- Depository (CDSL) at <https://www.cdslindia.com/Footer/grievances.aspx>
- SEBI at <https://scores.sebi.gov.in/>
- ODR at <https://smartodr.in/login>

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