

## Annexure A

### Investor Grievances Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working Hrs.
Customer Care	Navneet Kumar Shaw	19, British Indian Street, Ground Floor, Flat No. 2 & 3, Kolkata 700069	(033) 22101153	nk.shaw@fifl.co.in	10 AM to 6 PM (Monday to Friday)  11 AM to 3 PM (Saturday)
Head of Customer Care	Manoj Kumar Pandey	19, British Indian Street, Ground Floor, Flat No. 2 & 3, Kolkata 700069	(033) 22101156	m.pandey@fifl.co.in	10 AM to 6 PM (Monday to Friday)  11 AM to 3 PM (Saturday)
Compliance Officer	Sushil Sanganeria	19, British Indian Street, Ground Floor, Flat No. 2 & 3, Kolkata 700069	(033) 22101152	s.sanganeria@fifl.co.in	10 AM to 6 PM (Monday to Friday)  11 AM to 3 PM (Saturday)
CEO	Rajendra Kumar Agarwal	19, British Indian Street, Ground Floor, Flat No. 2 & 3, Kolkata 700069	(033) 22481624	rk.agarwal@fifl.co.in	10 AM to 6 PM (Monday to Friday)  11 AM to 3 PM (Saturday)

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 Exchange at (NSE) <https://investorhelpline.nseindia.com/NICEPLUS/>, (BSE) <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.