

ESCALATION MATRIX

Details	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer Care	CS Team	Chandarana House, Dr Radhakrishnan Road, Nr Kathiyawad Gymkhana, Rajkot – 360001	0281-6199100	complaint@marwadichandarana.com	Monday to Friday (9:30 am to 7:00 pm)
Head of Customer Care	Paresh Gangwani	Chandarana House, Dr Radhakrishnan Road, Nr Kathiyawad Gymkhana, Rajkot – 360001	0281-6199226	paresh.gangwani@marwadichandarana.com	Monday to Friday (9:30 am to 7:00 pm)
Compliance Officer	Divya Kothari	Chandarana House, Dr Radhakrishnan Road, Nr Kathiyawad Gymkhana, Rajkot – 360001	0281-6199231	compliance.mci bpl@marwadichandarana.com	Monday to Friday (9:30 am to 7:00 pm)
Managing Director	Amish J. Chandarana	Chandarana House, Dr Radhakrishnan Road, Nr Kathiyawad Gymkhana, Rajkot – 360001	0281-6199254	amish@chandaranaonline.net	Monday to Friday (9:30 am to 7:00 pm)

In case of any complaint against us, you can lodge it at complaint@marwadichandarana.com.

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

SEBI SCORES at: <https://scores.sebi.gov.in>

SMART ODR Portal at: <https://smartodr.in/login>

or respective exchange at

BSE: <https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

NSE: <https://investorhelpline.nseindia.com/NICEPLUS>

MCX: <https://www.mcxindia.com/Investor-Services>