

Investor Grievances escalation matrix for Axis Securities Trading and Demat Account customers: -

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care Information required while registering the query: Client name Client code Mobile number Complaint description Please send the query from your registered E-mail Id for security purpose	Customer Service Team	Axis Securities Limited, Aurum QParc, Q2 Building, Unit No. 1001, 10th Floor, Level – 6, PlotNo. 4/1 TTC, Thane - Belapur Road, Ghansoli, Navi Mumbai, Pin Code –400710.	RI 022 40508080 / 022 61480808 NRI: 022-61480809	RI: helpdesk@axisdirect.in cybersecurity@axisdirect.in dphelp@axisdirect.in NRI: NRI@axisdirect.in cybersecurity@axisdirect.in
ESC Level 1: Head - Customer Service If you do not receive a satisfactory response at customer care, please contact our Customer Service Head	Mr. Bidhu Bhushan Panda	Axis Securities Limited, Aurum QParc, Q2 Building, Unit No. 1001, 10th Floor, Level – 6, PlotNo. 4/1 TTC, Thane - Belapur Road, Ghansoli, Navi Mumbai, Pin Code – 400710.	022- 68555569	customer.grievance@axisdirect.in
ESC Level 2: Compliance Officer In case you are not satisfied with the response at Level 1 within 7 working days, you could contact our Compliance Officer	Mr. Rajiv Kejriwal	Axis Securities Limited, Aurum QParc, Q2 Building, Unit No. 1001, 10th Floor, Level – 6, PlotNo. 4/1 TTC, Thane - Belapur Road, Ghansoli, Navi Mumbai, Pin Code – 400710.	022-68555574	compliance.officer@axisdirect.in

ESC Level 3: CEO In absence of response/complaint not addressed to your satisfaction at Level 2, you may lodge a complaint to our CEO	Mr. Pranav Haridasan	Axis Securities Ltd Unit No. 002 Building A Agastya Corporate Park Piramal Realty Kamani Junction Kurla (W) Mumbai 400070	022- 68555565	ceo@axisdirect.in
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However, in absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI at <https://scores.sebi.gov.in/> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE at <https://bsecreg.bseindia.com/ecomplaint/frmlInvestorHome.aspx> NCDEX at https://ncdex.com/investor_complaint
MCX at <https://www.mcxindia.com/Investor-Services>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.