Grievance Redressal / Escalation Matrix of Research Analysts "Axis Securities Limited"

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Customer Service Team	Axis Securities Limited,Unit No 2, Ground Floor, Piramal Agastya , Kamani Junction, Kurla West, Near Phoenix Market City Mall, Mumbai – 400 070, Maharshtra	022.405 08 080 022.614 80 808	helpdesk@axisdirect.in	Monday to Friday 10 AM to 5 PM
Escalation Level 1: Head of Customer Care	Mr. Bidhu Bhushan Panda	Axis Securities Limited,Unit No 2, Ground Floor, Piramal Agastya , Kamani Junction, Kurla West, Near Phoenix Market City Mall, Mumbai – 400 070, Maharshtra	022.68 555 569	customer.grievance@axisdirect.in	Monday to Friday 10 AM to 5 PM
Escalation Level 2: Compliance Officer	Mr. Rajiv Kejriwal	Axis Securities Limited,Unit No 2, Ground Floor, Piramal Agastya , Kamani Junction, Kurla West, Near Phoenix Market City Mall, Mumbai – 400 070, Maharshtra	022.68 555 574	compliance.officer@axisdirect.in	Monday to Friday 10 AM to 5 PM
Escalation Level 3: Principal Officer	Mr. Rajesh Palviya	Axis Securities Limited,Unit No 2, Ground Floor, Piramal Agastya , Kamani Junction, Kurla West, Near Phoenix Market City Mall, Mumbai – 400 070, Maharshtra	022.68517821	rajesh.palviya@axissecurities.in	Monday to Friday 10 AM to 5 PM
Escalation Level 4: CEO	Mr. Pranav Haridasan	Axis Securities Limited,Unit No 2, Ground Floor, Piramal Agastya , Kamani Junction, Kurla West, Near Phoenix Market City Mall, Mumbai – 400 070, Maharshtra	022.68 555 565	ceo@axisdirect.in	Monday to Friday 10 AM to 5 PM

However, in absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at https://scores.sebi.gov.in/

AXIS SECURITIES