

Investor Grievances escalation matrix for Axis Securities Trading and Demat Account

customers: -

Details of	Contact Person	Address	Contact No.	Email Id
<p>Customer Care</p> <p>Information required while registering the query:</p> <p>Client name Client code Mobile number Complaint description Please send the query from your registered E-mail Id for security purpose</p>	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.	<p>RI 022 40508080 / 022 61480808</p> <p>NRI: 022-61480809</p>	<p>RI: helpdesk@axisdirect.in cybersecurity@axisdirect.in dphelp@axisdirect.in</p> <p>NRI: NRI@axisdirect.in cybersecurity@axisdirect.in</p>
<p>ESC Level 1: Head - Customer Service</p> <p>If you do not receive a satisfactory response at customer care, please contact our Customer Service Head</p>	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
<p>ESC Level 2: Compliance Officer</p> <p>In case you are not satisfied with the response at Level 1 within 7 working days, you could contact our Compliance Officer</p>	Mr. Jatin Sanghani	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
<p>ESC Level 3: CEO</p> <p>In absence of response/complaint not addressed to your satisfaction at Level 2, you may lodge a complaint to our CEO</p>	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

However, 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 <https://investorhelpline.nsindia.com/NICEPLUS/>.

BSE at <https://bsecregs.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.