

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

Details of	Contact Person	Address	Contact No.	Email Id
<u>Customer Care</u> 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, 1st Floor, I Rise Q Parc, Thane Belapur Road Ghansoli, Navi Mumbai - 400 710	RI 022 40508080/ 022 61480808 NRI: 022-61480809	RI: helpdesk@axisdirect.in dphelp@axisdirect.in NRI: NRI@axisdirect.in
<u>ESC Level 1: Head - Customer Service</u> If you do not receive a satisfactory response at customer care, please contact our Customer Service Head	Mr. Bidhu Bhushan Panda	Axis Securities Limited, 1st Floor I Rise Q Parc, Thane Belapur Road Ghansoli, Navi Mumbai - 400 710	022-68515400	customer.grievance@axisdirect.in
<u>ESC Level 2: Compliance Officer</u> In case you are not satisfied with the response at Level 1 within 7 working days, you could contact our Compliance Officer	Mr. Anand Shaha	Axis Securities Limited, 1st Floor I Rise Q Parc, Thane Belapur Road Ghansoli, Navi Mumbai - 400 710	022-42274649	compliance.officer@axisdirect.in
<u>ESC Level 3: CEO</u> In absence of response/complaint not addressed to your satisfaction at Level 2, you may lodge a complaint to our CEO	Mr. B Gopkumar	Axis Securities Ltd Unit No. 002 Building A Agastya Corporate Park Piramal Realty Kamani Junction Kurla (W) Mumbai 400070	022-42274500	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.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.