

Annexure A

Escalation Matrix for Exchanges:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Ms. Alpana Gupta	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562-4266600	helpdesk1@rmoneyindia.com	Mon To Sat; 09:00 AM To 6:00 PM
Head of Customer care	Mr. Amit Govil	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91+562-4039227	helpdesk@rmoneyindia.com	Mon To Sat; 09:00 AM To 6:00 PM
Compliance Officer	Mr. Narendra Chauhan	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562-4039212	rmcompliance@rmoneyindia.com	Mon To Sat; 10:00 AM To 7:00 PM
CEO	Mr. Saurabh Mittal	26/257 B, Sultan Ganj, Near Ashish Palace, Agra-282 004	+91-562-4039217	saurabh.mittal@rmoneyindia.com	Mon To Sat; 10:00 AM To 7:00 PM

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 Exchanges at:

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

BSE : <https://bsecribseindia.com/ecomplaint/frmInvestorHome.aspx>.

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

NCDEX : https://ncdex.com/investor_complaint.

MSEI: https://inspectionos.msei.in/Member/MSEInvestorServiceCentre/ComplaintsByTM_View.aspx

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.