

Investor Grievances Escalation Matrix

Details of designation	Contact Person	Address	Contact Number	Email ID
Customer Care	Ms. Khusbhu Rawal	11th Floor, R Tech Park, Nirlon compound, Off Western express highway, Goregaon East Mumbai 400063	Tel. No.: 022 41596000 (Mon-Fri - 9:30 A.M. to 6:30 P.M.)	customer.support@indusindmoney.com
Head of Customer Care	Ms. Rashmi Fernandes	11th Floor, R Tech Park, Nirlon compound, Off Western express highway, Goregaon East Mumbai 400063	Tel. No.:022 41681200 (Ext. -1330) (Mon-Fri - 9:30 A.M. to 6:30 P.M.)	rashmi.fernandes@indusindmoney.com
Compliance Officer	Mr. Shirish Shah	11th Floor, R Tech Park, Nirlon compound, Off Western express highway, Goregaon East Mumbai 400063	Tel. No.:022 41681200 (Ext. -1331) (Mon-Fri - 9:30 A.M. to 6:30 P.M.)	shirish.shah@indusindmoney.com
Principal Officer (for Research Analyst)	Mr. Devang Shah	11th Floor, R Tech Park, Nirlon compound, Off Western express highway, Goregaon East Mumbai 400063	Tel. No.:022 41681200 (Ext. -1264) (Mon-Fri - 9:30 A.M. to 6:30 P.M.)	devang.shah@indusindmoney.com
ED & CEO	Mr. Lav Chaturvedi	11th Floor, R Tech Park, Nirlon compound, Off Western express highway, Goregaon East Mumbai 400063	Tel. No.:022 41681200 (Ext. -1392) (Mon-Fri - 9:30 A.M. to 6:30 P.M.)	ceo@indusindmoney.com

In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:

Regulator	Link to Lodge a complaint
SEBI	https://scores.sebi.gov.in/
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
BSE	https://bsecrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
MCX	https://www.mcxindia.com/Investor-Services
NCDEX	https://ncdex.com/investor_complaint
CDSL	https://www.cdslindia.com/Footer/grievances.aspx
NSDL	https://www.npscra.nsdl.co.in/Log-your-grievance.php

Note: - Please quote your service Ticket/Complaint Ref. No. while raising your complaint at SEBI SCORES/Exchange and Depository Portal.