

**Annexure A**  
**Escalation Matrix**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email Id</b>	<b>Working Hours</b>
Client Servicing	Vimla Shettigar	5 <sup>th</sup> Floor, Crescent Chambers, Tamarind Lane, Fort, Mumbai – 400 001	022-40322619	helpdesk@lalkarsecurities.com	Monday to Friday 9.00 am to 6.00 pm
Head of Client Servicing	Dharampuri Chitala	5 <sup>th</sup> Floor, Crescent Chambers, Tamarind Lane, Fort, Mumbai – 400 001	022-40322625	cdsl@lalkar.in	Monday to Friday 9.00 am to 6.00 pm
Compliance Officer	Dharampuri Chitala	5 <sup>th</sup> Floor, Crescent Chambers, Tamarind Lane, Fort, Mumbai – 400 001	022-40322623	compliance@lalkar.in	Monday to Friday 9.00 am to 6.00 pm
CEO	Kapil Janak Thacker	5 <sup>th</sup> Floor, Crescent Chambers, Tamarind Lane, Fort, Mumbai – 400 001	022-40322613	kthacker@lalkar.in	Monday to Friday 9.00 am to 6.00 pm

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html> or with. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.

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