

**Grievance Redressal / Escalation Matrix**

| <b>Details of Designation</b> | <b>Contact Person Name</b> | <b>Address</b>                                                                                                              | <b>Contact No.</b> | <b>Email Id</b>                                                                        | <b>Working hours when complainant can call</b> |
|-------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------|------------------------------------------------|
| Customer Care                 | Ms. Mihika Bendarkar       | 8th Floor, Wing A, Building No. 3, Inspire BKC, G Block, Bandra Kurla Complex, Bandra East, Mumbai Maharashtra 400051 India | 9172964951         | <a href="mailto:mihika.bendarkar@nuvama.com">mihika.bendarkar@nuvama.com</a>           | 9:30 AM to 6:00 PM                             |
| Head of Customer Care         | Mr. Sarfaraz Darvesh       |                                                                                                                             | 9820067035         | <a href="mailto:sarfaraz.darvesh@nuvama.com">sarfaraz.darvesh@nuvama.com</a>           | 9:30 AM to 6:00 PM                             |
| Compliance Officer            | Mr. Abhijit Talekar        |                                                                                                                             | 9004510449         | <a href="mailto:Complianceofficer.nwm@nuvama.com">Complianceofficer.nwm@nuvama.com</a> | 9:30 AM to 6:00 PM                             |
| CEO                           | Mr. Ashish Kehair          |                                                                                                                             | 022 6620 3030      | <a href="mailto:DD1@nuvama.com">DD1@nuvama.com</a>                                     | 9:30 AM to 6:00 PM                             |
| Principal Officer             | Mr. Vimal Khajuria         |                                                                                                                             | 022 6187 9660      | <a href="mailto:vimal.khajuria@nuvama.com">vimal.khajuria@nuvama.com</a>               | 9:30 AM to 6:00 PM                             |