

Annexure A

Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer Support	Arvinth K S	1 st Floor, A-North Block, Tidel Park, Taramani, Chennai, Tamil Nadu, 600113	044-22548301	arvinthks@kvbmail.com	10:00 AM to 5:00 PM
DP Compliance Officer	S Vijayakumar	KVB Towers, Demat Cell, Second Floor, 568 Anna salai, Teynampet, Chennai 600018	044-28352228	head.dematcell@kvbmail.com	10:00 AM to 5:00 PM
Head of Customer Service	Prasad KVS	Registered And Central Office No.20, Erode Road Vadivel Nagar, L.N.S. Post Karur, Tamil Nadu, 639002	04324-269502	prasadkvs@kvbmail.com	10:00 AM to 5:00 PM
Head Operations	Vijaya Kumar PV	Registered And Central Office No.20, Erode Road Vadivel Nagar, L.N.S. Post Karur, Tamil Nadu, 639002	04324-269501	dgm.od@kvbm ail.com	10:00 AM to 5:00 PM
CEO	Ramesh Babu B	Registered And Central Office No.20, Erode Road Vadivel Nagar, L.N.S. Post Karur, Tamil Nadu, 639002	04324-269028	kvbceo@kvbmail.com	10:00 AM to 5:00 PM

Note: Working hours 10.00 AM to 5.00 PM / 2nd and 4th Saturday holiday / All Sundays Holiday.

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