

**Escalation Matrix – Espresso Financial Services Private Limited – Broking services**

Escalation Level	Details of	Contact Person	Address	Direct Contact No.	Email id	Operational Working Hours
Level 1	Customer Care	Customer Service	Sharekhan Limited, Gigaplex IT Park,  Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-67670700	<a href="mailto:support@myespresso.com">support@myespresso.com</a>	Monday to Friday 09:00 am to 6:00 pm
Level 2	Head of Customer Care	Purnima Rao	Sharekhan Limited, Gigaplex IT Park,  Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939558	<a href="mailto:escalations@myespresso.com">escalations@myespresso.com</a>	Monday to Friday 09:00 am to 6:00 pm
Level 3	Compliance Officer	Irfana Pathan	Sharekhan Limited, 1 <sup>st</sup> Floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC, Kurla West, Mumbai – 400 070, Maharashtra, India	8655744344	<a href="mailto:complianceofficer@myespresso.com">complianceofficer@myespresso.com</a>	Monday to Friday, 09:00 am to 6:00 pm

In absence of response/complaint not addressed to your satisfaction, you may file a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bseclrs.bseindia.com/ecomplaint/frmInvestorHome.aspx> or <https://www.mcxindia.com/Investor-Services> or Online Dispute Resolution (ODR) portal - <https://smartodr.in/login>

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

**Escalation Matrix – Espresso Financial Services Private Limited – Depository Participant Services**

Escalation Level	Details of	Contact Person	Address	Direct Contact No.	Email id	Operational Working Hours
Level 1	Customer Care	Customer Service	Sharekhan Limited,  Gigaplex ITPark, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai-400708	022-67670700	<a href="mailto:dpccell@myespresso.com">dpccell@myespresso.com</a>	Monday to Friday 09:00 am to 06:00 pm
Level 2	Head of Customer Care	Mary D'Souza	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	8655939558	<a href="mailto:escalations@myespresso.com">escalations@myespresso.com</a>	Monday to Friday 09:00 am to 06:00 pm
Level 3	Compliance Officer	Irfana Pathan	Sharekhan Limited, 1 <sup>st</sup> floor, Tower No. 3, Equinox Business Park, LBS Marg, Off BKC West, Mumbai – 400 070, Maharashtra, India.	8655744344	<a href="mailto:complianceofficer@myespresso.com">complianceofficer@myespresso.com</a>	Monday to Friday 09:00 am to 06:00 pm

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