

Escalation Matrix – Espresso Financial Services Private Limited (formerly known as Sharekhan Comtrade 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	Empire Plaza, Lal Bahadur Shastri Rd, Chandan Nagar, Vikhroli West, Mumbai - 400083, Maharashtra	022-67670700	support@myespresso.com	Monday to Friday 08:30 am to 05:00 pm
Level 2	Head of Customer Care	Mary D'souza	Empire Plaza, Lal Bahadur Shastri Rd, Chandan Nagar, Vikhroli West, Mumbai - 400083, Maharashtra	8655939558	escalations@myespresso.com	Monday to Friday 10:00 am to 05:00 pm
Level 3	Compliance Officer	Sandeep Adhangale	Sharekhan Limited, 10th Floor, Beta Building, Lodha iThink Techno Campus, off. JVLR, Opp. Kanjurmarg Railway Station, Kanjurmarg (East), Mumbai - 400042, Maharashtra	022- 61169602	complianceofficer@myespresso.com	Monday to Friday 10:00 am to 05:00 pm
Level 4	Chief Executive Officer (CEO)	Kalyanaraman	The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai – 400 028, Maharashtra, INDIA.	8655939551	ceo@myespresso.com	Monday to Friday 10:00 am to 05:00 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bseicrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or <https://www.mcxindia.com/Investor-Services>.

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

Escalation Matrix – Espresso Financial Services Private Limited (formerly known as Sharekhan Comtrade 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	Empire Plaza, Lal Bahadur Shastri Rd, Chandan Nagar, Vikhroli West, Mumbai - 400083, Maharashtra	022-67670700	dpcell@myespresso.com	Monday to Friday 08:30 am to 05:00 pm
Level 2	Head of Customer Care	Mary D'souza	Empire Plaza, Lal Bahadur Shastri Rd, Chandan Nagar, Vikhroli West, Mumbai - 400083, Maharashtra	8655939558	escalations@myespresso.com	Monday to Friday 10:00 am to 05:00 pm
Level 3	Compliance Officer	Sandeep Adhangale	Sharekhan Limited, 10th Floor, Beta Building, Lodha iThink Techno Campus, off. JVLR, Opp. Kanjurmarg Railway Station, Kanjurmarg (East), Mumbai - 400042, Maharashtra	022- 61169602	complianceofficer@myespresso.com	Monday to Friday 10:00 am to 05:00 pm
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In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Depositories at <https://www.epass.nsd.com/complaints/websitecomplaints.aspx>, <https://www.cdslindia.com/Footer/grievances.aspx>.

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