

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 | support@myespresso.com | Monday to Friday 9:00 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 | escalations@myespresso.com | Monday to Friday 9:00 am to 6:00 pm |
| Level 3 | Compliance Officer | Irfana Pathan | Sharekhan Limited, 1 st floor, Equinox Business Park, LBS Marg, Off BKC, Kurla West, Mumbai – 400 070 | 8655744344 | complianceofficer@myespresso.com | Monday to Friday – 9:00 am to 6:00 pm |
| Level 4 | Designated Director | Mr. Sumeet Chugh | Sharekhan Limited, 1 st floor, Equinox Business Park, LBS Marg, Off BKC, Kurla West, Mumbai – 400 070 | 022-67502000 | compliance@myespresso.com | Monday to Friday – 9:00 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/firmInvestorHome.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 IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708 | 022-67670700 | dpccell@myespresso.com | Monday to Friday 9:00 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 | escalations@myespresso.com | Monday to Friday - 9:00 am to 6:00 pm. |
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