

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 08:30 am to 05:00 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	escalations@myespresso.com	Monday to Friday 10:00 am to 05:00 pm.
Level 3	Compliance Officer	Sonam Balu Shinde	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-62263303	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 file a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchanges at <https://investorhelpline.nseindia.com/NICEPLUS/> or <https://bsecrecs.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 IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-67670700	dpcell@myespresso.com	Monday to Friday 08:30 am to 05:00 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	escalations@myespresso.com	Monday to Friday 10:00 am to 05:00 pm.
Level 3	Compliance Officer	Sonam Balu Shinde	Sharekhan Limited, Gigaplex IT Park, Unit No 1001, 10th floor, Building No.9, TTC Industrial Area, Digha, Airoli – West, Navi Mumbai - 400708	022-62263303	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.sebi.gov.in/> or Depositories at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>, <https://www.cdslindia.com/Footer/grievances.aspx> 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