



Escalation Matrix

Details of	Contact Person	Address	Contact no.	Email ID	Operational/Working Hours
Customer Care	CS Team	Marwadi Financial Plaza, Nana mava main road, 150FT ring road, Rajkot - 360001	0281-7174000/6192000	inquiry@marwadionline.in	Monday to Friday (8:45 am to 7:00 pm) Saturday (9:15 am to 1:00 pm)
Head of Customer Care	Ashish Mittal	Marwadi Financial Plaza, Nana mava main road, 150FT ring road, Rajkot - 360001	0281-7174183	ashish.mittal@marwadionline.in	Monday to Friday (8:45 am to 7:00 pm) Saturday (9:15 am to 1:00 pm)
Compliance Officer	Tushit Mangukiya	Marwadi Financial Plaza, Nana mava main road, 150FT ring road, Rajkot - 360001	0281-7174481/2	tushit.mangukiya@marwadionline.in	Monday to Friday (9:00 am to 6:45 pm) Saturday (9:15 am to 1:15 pm)
Managing Director	Ketan Marwadi	Marwadi Financial Plaza, Nana mava main road, 150FT ring road, Rajkot - 360001	0281-7174847	eatomd@marwadionline.in	Monday to Friday (9:00 am to 6:45 pm) Saturday (9:15 am to 1:15 pm)

In case of any complaint against us, you can lodge it at complaint@marwadigroup.in.

In the absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI SCORES at: <https://scores.sebi.gov.in>
SMART ODR Portal at: <https://smartodr.in/login>

or respective exchange at
BSE: <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>
NSE: <https://investorhelpline.nseindia.com/NICEPLUS>
MCX: <https://www.mcxindia.com/Investor-Services>
NCDEX: https://ncdex.com/investor_complaint

or respective depository at
CDSL: <https://www.cdslindia.com/Footer/grievances.aspx>
NSDL: <https://www.epass.nsdl.com/frmLoginPageWebsiteComplaints.aspx>

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

