

Annexure A

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Manoj Sharma/Shiv Kumar/Pankaj	B-78 3 rd Floor, Defence Colony, New Delhi-110024	011-46059411/011-46059452/011-46059422 (Mon-Fri 9:00 AM to 5 PM)	accounts@jyotiportfolio.com
Head of Customer care	Himanish Aggarwal	B-78 3 rd Floor, Defence Colony, New Delhi-110024	011-46059433 (Mon-Fri 9:00 AM to 5PM)	himanish@jyotiportfolio.com
Compliance Officer	Garima Agarwala	B-78 3 rd Floor, Defence Colony, New Delhi-110024	011-46059412 (Mon-Fri 10:00 AM to 4PM)	garima@jyotiportfolio.com
CEO	Deepak Agarwala	B-78 3 rd Floor, Defence Colony, New Delhi-110024	011-46059446 (Mon-Fri 9:00 AM to 5 PM)	deepak@jyotiportfolio.com

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 NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>

or BSE at <https://bsecre.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

or MCX at <https://www.mcxindia.com/Investor-Services>

or NCDEX https://ncdex.com/investor_complaint

or NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>

or CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

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