



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, 150 Feet Ring Road, Rajkot - 360001	0281-7174000/ 6192000	inquiry@marwadionline.in	a) All working days: Monday to Friday - 9:15 AM to 6:30 PM. b) All working Saturday and Half days 9: 15 AM to 1 PM
Head of Customer Care	Ashish Mittal	Marwadi Financial Plaza, Nana Mava Main Road, 150 Feet Ring Road, Rajkot - 360001	0281-7174183	ashish.mittal@marwadionline.in	a) All working days: Monday to Friday - 9:15 AM to 6:30 PM. b) All working Saturday and Half days 9: 15 AM to 1 PM
Compliance Officer	Tushit Mangukiya	Marwadi Financial Plaza, Nana Mava Main Road, 150 Feet Ring Road, Rajkot - 360001	0281-7174481/2	tushit.mangukiya@marwadionline.in	a) All working days: Monday to Friday - 9:15 AM to 6:30 PM. b) All working Saturday and Half days 9: 15 AM to 1 PM
Managing Director & CEO	Ketan Marwadi	Marwadi Financial Plaza, Nana Mava Main Road, 150 Feet Ring Road, Rajkot - 360001	0281- 7174847	eatomd@marwadionline.in	a) All working days: Monday to Friday - 9:15 AM to 6:30 PM. b) All working Saturday and Half days 9: 15 AM to 1 PM
Principal Officer	Haresh Maniar	Marwadi Financial Plaza, Nana Mava Main Road, 150 Feet Ring Road, Rajkot - 360001	0281-7174684	haresh.maniar@marwadionline.in	a) All working days: Monday to Friday - 9:15 AM to 6:30 PM. b) All working Saturday and Half days 9: 15 AM to 1 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.

