

**Annexure A**  
**Escalation Matrix**

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
Customer care	Hitesh Niraniya	Deutsche Bank AG, 2 <sup>nd</sup> Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 3777	<a href="mailto:customer.care@db.com">customer.care@db.com</a>	Mon – Fri: 9:30 AM – 6:30 PM
Head of Customer care	Nalanda Kadam	Deutsche Bank AG, 2 <sup>nd</sup> Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 6425	<a href="mailto:pno.india@db.com">pno.india@db.com</a>	Mon – Fri: 9:30 AM – 6:30 PM
Compliance Officer	Bimal-K Shah	Floor 14 The Capital, C-70, G Complex, Mumbai	+91 (22) 7180 4928	<a href="mailto:india.compliance@db.com">india.compliance@db.com</a>	Mon – Fri: 9:30 AM – 6:30 PM
CEO	Kaushik Shaparia	Deutsche Bank AG, 14 <sup>th</sup> Floor, The Capital, C70 GBlock . Bandra Kurla Complex, 400098.	+91 (22) 2201 2340	<a href="mailto:head.services@db.com">head.services@db.com</a>	Mon – Fri: 9:30 AM – 6:30 PM

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with  
CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>  
NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>  
SEBI at <https://scores.gov.in/scores/Welcome.html>  
Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.