



Annexure A

Escalation Matrix

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
Customer care	Aamreen Sayyed	Deutsche Bank AG, 2 nd Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 3777	customer.care@db.com	Monday – Friday 9:30 AM – 6:30 PM
Head of Customer care	Nalanda Kadam	Deutsche Bank AG, 2 nd Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 6425	pno.india@db.com	Monday – Friday 9:30 AM – 6:30 PM
Compliance Officer	Bimal-K Shah	Deutsche Bank AG, 14 th Floor, The Capital, C70 G Block Bandra Kurla Complex, 400098.	+91 (22) 7180 4928	india.compliance@db.com	Monday – Friday 9:30 AM – 6:30 PM
CEO	Kaushik Shaparia	Deutsche Bank AG, 14 th Floor, The Capital, C70 G Block Bandra Kurla Complex, 400098.	+91 (22) 2201 2340	head.services@db.com	Monday – Friday 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.