

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

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
Customer care	Kenita Rokade	Deutsche Bank AG, 2 <sup>nd</sup> Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 6045	<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:head.services@db.com">head.services@db.com</a>	Mon – Fri; 9:30 AM – 6:30 PM
Compliance Officer	Sarvesh Beriwal	Deutsche Bank AG, 2 <sup>nd</sup> Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 3829	<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:dpigescalation@list.db.com">dpigescalation@list.db.com</a>	Mon – Fri; 9:30 AM – 6:30 PM

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SEBI at <https://scores.gov.in/scores/Welcome.html>

or with. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.