

## Annexure A

### Investor Grievances Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hrs.
Customer care	Arup Chakraborty	405, Todi Chambers, 2, Lalbazar Street, Kolkata-700001	(033) 40801217	backoffice@knasharebroker.com	10 AM to 6 PM (Monday to Friday) 10 AM to 3 PM (Saturday)
Head of Customer care	Sunil Kumar Agarwal (Director)	405, Todi Chambers, 2, Lalbazar Street, Kolkata-700001	(033) 40801213	sunil@knasharebroker.com	10 AM to 6 PM (Monday to Friday) 10 AM to 3 PM (Saturday)
Compliance Officer	Shailesh Kumar Gupta	405, Todi Chambers, 2, Lalbazar Street, Kolkata-700001	(033) 40801202	info@knasharebroker.com	10 AM to 6 PM (Monday to Friday) 10 AM to 3 PM (Saturday)
CEO	Navin Agarwal	405, Todi Chambers, 2, Lalbazar Street, Kolkata-700001	(033) 40801212	navin@knasharebroker.com	10 AM to 6 PM (Monday to Friday) 10 AM to 3 PM (Saturday)

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 Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.