

‘Annexure A’

Escalation Matrix- For Demat Operations:

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
Customer care / Client Servicing	Mrs. Namrata Patkar	110-111 and 129-131, Vyapar Bhavan, 1 st floor, P.D’Mello Road, Carnac Bunder, Mumbai – 400 009.	022-23480642	namrata.patkar@saraswatbank.com	Mon-Sat (*) 10 a.m. to 5 p.m.
Compliance Officer	Mr. Prashant Kelkar	Ekanath Thakur Bhavan, Plot no.953, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025	022-66005309	prashant.kelkar@saraswatbank.com	Mon-Sat (*) 10 a.m. to 5 p.m.
Head-Retail Banking (Operations), Customer care & HRD	Mr. Samir Raut	Ekanath Thakur Bhavan, Plot no.953, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025	022-66005304	samir.raut@saraswatbank.com	Mon-Sat (*) 10 a.m. to 5 p.m.
Managing Director	Mrs. Arti Patil	Ekanath Thakur Bhavan, Plot no.953, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025	022-66005555	arti.patil@saraswatbank.com	Mon-Sat (*) 10 a.m. to 5 p.m.

(*) Sunday, 2nd & 4th Saturday & Holiday Closed

To know the status of the complaint, kindly mail your request on user.demat@saraswatbank.com

In absence of response / complaint not addressed to your satisfaction, you may lodge a complaint with

- In case of NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>
- In case of CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>
- or SEBI at <https://scores.sebi.gov.in>
- Please quote your Complaint Ref No. while raising your complaint at Depository /SEBI SCORES portal.