

**‘Annexure A’**

**Escalation Matrix- For Demat Operations:**

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
<b>Customer care / Client Servicing</b>	Mrs. Namrata Patkar	110-111 and 129-131, Vyapar Bhavan, 1 <sup>st</sup> floor, P.D'Mello Road, Carnac Bunder, Mumbai – 400 009.	022-23480642	<a href="mailto:namrata.patkar@saraswatbank.com">namrata.patkar@saraswatbank.com</a>	Mon-Sat (*) 10 a.m. to 5 p.m.
<b>Compliance Officer</b>	Mr. Prashant Kelkar	Ekanath Thakur Bhavan, Plot no.953, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025	022-66005309	<a href="mailto:prashant.kelkar@saraswatbank.com">prashant.kelkar@saraswatbank.com</a>	Mon-Sat (*) 10 a.m. to 5 p.m.
<b>President – Retail Banking Department</b>	Mr. Pawankumar Deshmukh	Ekanath Thakur Bhavan, Plot no.953, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025	022-66005302	<a href="mailto:pawan.deshmukh@saraswatbank.com">pawan.deshmukh@saraswatbank.com</a>	Mon-Sat (*) 10 a.m. to 5 p.m.
<b>Managing Director</b>	Mrs. Arti Patil	Ekanath Thakur Bhavan, Plot no.953, Appasaheb Marathe Marg, Prabhadevi, Mumbai 400 025	022-66005555	<a href="mailto:arti.patil@saraswatbank.com">arti.patil@saraswatbank.com</a>	Mon-Sat (*) 10 a.m. to 5 p.m.

(\*) Sunday, 2<sup>nd</sup> & 4<sup>th</sup> Saturday & Holiday Closed

To know the status of the complaint, kindly mail your request on [user.demat@saraswatbank.com](mailto: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.