

### **Escalation Matrix**

Details of Contact Person	Address	Contact No. Email Id	Working Hours
Customer care Drashan Raval	19-20-21 3 <sup>rd</sup> Floor Narayan Chambers B/h Patang Hotel Ashram Road Ahmedabad- 380009	079 - 26575105 <a href="mailto:Support@amrapali.com">Support@amrapali.com</a>	Monday to Friday- 9.30 am to 1.00 pm and 2.00 pm to 6 pm Saturday- 10.00 am to 1.00 pm and 2.00 pm to 4.00 pm
Head of Customer care Nilesh Kapuriya		079 - 26575106 <a href="mailto:Info@amrapali.com">Info@amrapali.com</a>	Monday to Friday- 9.30 am to 1.00 pm and 2.00 pm to 6 pm Saturday- 10.00 am to 1.00 pm and 2.00 pm to 4.00 pm
Compliance Officer Nirav Basherri		079 - 26581329 <a href="mailto:Nirav.basherri@amrapali.com">Nirav.basherri@amrapali.com</a>	Monday to Friday- 9.30 am to 1.00 pm and 2.00 pm to 6 pm Saturday- 10.00 am to 1.00 pm and 2.00 pm to 4.00 pm
CEO Mr. Baldev Manubhai Patel		079 - 26581330 <a href="mailto:Baldev@amrapali.com">Baldev@amrapali.com</a>	Monday to Friday- 9.30 am to 1.00 pm and 2.00 pm to 6 pm Saturday- 10.00 am to 1.00 pm and 2.00 pm to 4.00 pm

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

BSE	<a href="https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx">https://bsecregs.bseindia.com/ecomplaint/frmlInvestorHome.aspx</a>
NSE:	<a href="https://investorhelpline.nseindia.com/NICEPLUS">https://investorhelpline.nseindia.com/NICEPLUS</a>
MSEI:	<a href="https://www.msei.in/Investors/Introduction">https://www.msei.in/Investors/Introduction</a>
MCX	<a href="https://www.mcxindia.com/Investor-Services">https://www.mcxindia.com/Investor-Services</a>
NSDL:	<a href="https://epass.nsdli.com/complaints/websitecomplaints.aspx">epass.nsdli.com/complaints/websitecomplaints.aspx</a>
SEBI	<a href="https://scores.gov.in/scores/Welcome.html">https://scores.gov.in/scores/Welcome.html</a>

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