

CUSTOMER CARE DEPARTMENT

Rainbow Securities Market Pvt Ltd 'Centre Point', 21 , Hemant BASU Sarani, 3rd Floor, Room No – 305, Kolkata – 700001, Contact Person : Mr. Ganesh Kumar Jhawar, Compliance Officer Contact no.033-2213-5183/5184, Email id: info@rainbowindia.co.in

For Trading and DP and For Investor Grievance please mail to:
investorgrievanceredressel@rainbowindia.co.in

ESCALATION MATRIX FOR GRIEVANCE HANDLING

FOR TRADING

| Details of | Contact Person | Address | Contact No | Email id | Timing |
|--------------------------|---------------------|---|--------------------|-------------------------------|--------------------|
| Client Servicing | Saket Rathi | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | saketrathi@rainbowindia.co.in | 8:30 am To 6:00 pm |
| Head of Client Servicing | Uma Shankar Bihani | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | securities@rainbowindia.co.in | 8:30 am To 6:00 pm |
| Compliance Officer | Ganesh Kumar Jhawar | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | info@rainbowindia.co.in | 8:30 am To 6:00 pm |
| V.P | Rajendra Bhutra | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | rbhutra@rainbowindia.co.in | 8:30 am To 6:00 pm |

For Depository Participants services

| Details of | Contact Person | Address | Contact No | Email id | Timing |
|--------------------------|---------------------|---|--------------------|-------------------------------|--------------------|
| Client Servicing | Ajay Kumar Mishra | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | ajaymishra@rainbowindia.co.in | 9:00 am To 6:00 pm |
| Head of Client Servicing | Palash Mondal | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | dp@rainbowindia.co.in | 9:00 am To 6:00 pm |
| Compliance Officer | Ganesh Kumar Jhawar | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | info@rainbowindia.co.in | 9:00 am To 6:00 pm |
| V.P | Rajendra Bhutra | 'Centre Point', 21 , Hemant BASU Sarani, 3 rd Floor, Room No – 305, Kolkata – 700001 | 033-2213-5183/5184 | rbhutra@rainbowindia.co.in | 9:00 am To 6:00 pm |

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange. or SEBI at <https://scores.gov.in/scores/Welcome.html>.

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