

Escalation Matrix

The following is 'Grievance Redressal / Escalation Matrix' for Investment Advisers (IA) and Research Analysts (RA) :

Below are the key contacts you may approach based on the nature or escalation level of your concern:

Designation	Contact Person Name	Office Address Office No. 701, 7th Floor, Plot 211, Dalamal Tower, Free Press Journal Marg, Nariman Point, Mumbai, Maharashtra, 400021	Contact No.	Email ID	Working Hours
Customer Care	Priyank Jhavar - Manager	Mumbai	8591866511	support@theequitydesk.com	Mon-Fri, 9am to 5pm IST
Head of Customer Care	Miraj Shah - Senior Manager	Mumbai	8928286940	support@theequitydesk.com	Mon-Fri, 9am to 5pm IST
Compliance Officer	Rashmi Choudhary	Mumbai	022- 49707226	compliance@theequitydesk.com	Mon-Fri, 9am to 5pm IST
CEO	Basant Maheshwari	Mumbai	022- 49707226	info@theequitydesk.com	Mon-Fri, 9am to 5pm IST
Principal Officer	Basant Maheshwari	Mumbai	022- 49707226	info@theequitydesk.com	Mon-Fri, 9am to 5pm IST