



Escalation Matrix:

Details of	Contact Person	Address	Contact no. (Working hours Monday to Friday 9 am to 5 pm)	Email id
Customer care	Hemant Chile	122-123-124, Laxmi Plaza, Laxmi Industrial Estate, New Link Road, Andheri (W), Mumbai - 400 053	022-40777500 Ext: 259	support@progressiveshares.com
Head of Customer care	Harikrishan Patel	122-123-124, Laxmi Plaza, Laxmi Industrial Estate, New Link Road, Andheri (W), Mumbai - 400 053	022-40777500 Ext: 258	hari@progressiveshares.com
Compliance Officer	Mamatha Poojari	122-123-124, Laxmi Plaza, Laxmi Industrial Estate, New Link Road, Andheri (W), Mumbai - 400 053	022-40777500 Ext: 243	compliance@progressiveshares.com
CEO	Aditya Gaggar	122-123-124, Laxmi Plaza, Laxmi Industrial Estate, New Link Road, Andheri (W), Mumbai - 400 053	022-40777500 Ext: 200	aditya@progressiveshares.com

In the absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchanges as follows:

NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>

MCX at <https://www.mcxindia.com/Investor-Services>.

BSE at <https://bsecrecs.bseindia.com/ecomplaint/frmInvestorHome.aspx>

SMARTODR Dispute Website : <https://smartodr.in/>

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