

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.patel@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.gov.in/scores/Welcome.html> or Exchange at <https://www.mcxindia.com/Investor-Services>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES / Exchange portal.