

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 | Neha Oza | 122-123-124, Laxmi Plaza, Laxmi Industrial Estate, New Link Road, Andheri (W), Mumbai - 400 053 | 022-40777500 Ext: 244 | 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: 263 | 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://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES / Exchange portal.