

### Escalation Matrix

| Details of            | Contact Person    | Address   | Contact no.<br>(Working hours Monday to Friday 9 am to 5 pm) | Email id   |
|-----------------------|-------------------|---|--|--|
| Customer care         | Hemant Chile      | 122-123-124,<br>Laxmi Plaza, Laxmi Industrial Estate,<br>New Link Road,<br>Andheri (W),<br>Mumbai - 400 053 | 022-40777500<br>Ext: 259                                     | <a href="mailto:support@progressiveshares.com">support@progressiveshares.com</a>       |
| Head of Customer care | Harikrishan Patel | 122-123-124,<br>Laxmi Plaza, Laxmi Industrial Estate,<br>New Link Road,<br>Andheri (W),<br>Mumbai - 400 053 | 022-40777500<br>Ext: 258                                     | <a href="mailto:Hari.patel@progressiveshares.com">Hari.patel@progressiveshares.com</a> |
| Compliance Officer    | Neha Oza          | 122-123-124,<br>Laxmi Plaza, Laxmi Industrial Estate,<br>New Link Road,<br>Andheri (W),<br>Mumbai - 400 053 | 022-40777500<br>Ext: 242                                     | <a href="mailto:compliance@progressiveshares.com">compliance@progressiveshares.com</a> |
| CEO                   | Aditya Gaggar     | 122-123-124,<br>Laxmi Plaza, Laxmi Industrial Estate,<br>New Link Road,<br>Andheri (W),<br>Mumbai - 400 053 | 022-40777500<br>Ext: 200                                     | <a href="mailto:aditya@progressiveshares.com">aditya@progressiveshares.com</a>         |

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.