



Escalation Matrix:

| Details of Designation | Contact Person | Address | Contact No. | Timing | Email Id |
|------------------------|----------------|--|--------------|--------------------|--------------------------------|
| Customer care | Siddi Patil | 901 A – Wing, Marathon Futurex, LowerParel, Mumbai- 400013 | 022-66423614 | 9:00 AM to 5:30 PM | neocare@neo-wealth.com |
| Head of Customer care | Ganesh More | 901 A – Wing, Marathon Futurex, LowerParel, Mumbai- 400013 | 022-66423614 | 9:00 AM to 5:30 PM | ganesh.more@neofamilyoffice.in |
| Compliance Officer | Jayadevan A | 903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013 | 022-66423600 | 9:00 AM to 5:30 PM | compliance@neo-wealth.com |
| CEO | Varun Bajpai | 903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013 | 022-66423605 | 9:00 AM to 5:30 PM | ceo@neo-wealth.com |
| Principal Officer | Pawan Kumar | 903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013 | 022-66423605 | 9:00 AM to 5:30 PM | PO_advisory@neo-wealth.com |

In 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

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

BSE – <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

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

CDSL – <https://www.cdslindia.com/Footer/grievances.aspx>

NSDL – [nsdl.com/investor/investor-grievance](https://www.nsdl.com/investor/investor-grievance)

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