

## Investor Grievance Escalation Matrix (Broking & DP)

| Details of                 | Contact Person   | Address                                                                                           | Contact Number | Email Id                                                                                 | Working hours                        |
|----------------------------|------------------|---------------------------------------------------------------------------------------------------|----------------|------------------------------------------------------------------------------------------|--------------------------------------|
| Customer Care/<br>Helpdesk | Mr. Pratik Sinha | 621, 6th Floor, Binori B-Square 3,<br>Sindhubhavan Road, Bodakdev,<br>Ahmedabad, Gujarat – 380054 | +91 9909145499 | <a href="mailto:compliance@kancosecurities.com">compliance@kancosecurities.com</a>       | 9.00 AM to 5.00 PM<br>(Trading Days) |
| Compliance<br>Officer      | CA Niket Thacker | 621, 6th Floor, Binori B-Square 3,<br>Sindhubhavan Road, Bodakdev,<br>Ahmedabad, Gujarat – 380054 | +91 9879231835 | <a href="mailto:Niket.thacker@kancosecurities.com">Niket.thacker@kancosecurities.com</a> | 9.00 AM to 5.00 PM<br>(Trading Days) |
| Managing<br>Director       | Mr. Vikas Anand  | 621, 6th Floor, Binori B-Square 3,<br>Sindhubhavan Road, Bodakdev,<br>Ahmedabad, Gujarat – 380054 | +91 7428322818 | <a href="mailto:vikasanand@kancosecurities.com">vikasanand@kancosecurities.com</a>       | 9.00 AM to 5.00 PM<br>(Trading Days) |

**In absence of a response/complaint not addressed to your satisfaction, you may lodge a complaint with:**

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>

The complaint not redressed at Stockbroker / DP or Stock Exchange/ Depository level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.htm>