

Escalation Matrix

Details of	Contact Person	Contact Address	Contact Number	Email ID	Working Hours
Head of Client Experience	Lubena Alam	Ambit House, 449, Senapati Bapat Marg, Lower Parel, Mumbai – 400013	022-66233223	lubena.alam@ambit.co	Monday to Friday 9:30 A.M to 6 P.M
Executive Director - Client Experience, Operations & Digital Initiatives	Dhipu Pillai	Ambit House, 449, Senapati Bapat Marg, Lower Parel, Mumbai – 400013	022-66233057	dhipu.pillai@ambit.co	Monday to Friday 9:30 A.M to 6 P.M
Head – Compliance/ Grievance Officer	Shailesh Adukia	Ambit House, 449, Senapati Bapat Marg, Lower Parel, Mumbai – 400013	022-68601805	shailesh.adukia@ambit.co	Monday to Friday 9:30 A.M to 6 P.M

If not satisfied with the response, you can lodge your grievances with SEBI at <https://scores.gov.in/scores/Welcome.html> or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

The client may also consider the Online Dispute Resolution (ODR) through the Smart ODR portal at <https://smartodr.in>.