

## Investor Complaint Escalation Matrix for Macquarie Capital Securities (India) Pvt. Ltd.

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Sanjay Gupta	92, Level 9, 2 North Avenue, Maker Maxity, Bandra Kurla Complex,	+91 22 6720 4000	<a href="mailto:Sanjay.Gupta@macquarie.com">Sanjay.Gupta@macquarie.com</a>
MacCap Regional Complaint Handling Coordinator	Anthony Mok	andra East, Mumbai 400 051	+886 2 2579 7236	<a href="mailto:Anthony.Mok@macquarie.com">Anthony.Mok@macquarie.com</a>
MacCap Regional Complaint Handling Manager	Sam Fay		+852 3922 3352	<a href="mailto:Sam.Fay@macquarie.com">Sam.Fay@macquarie.com</a>
Compliance Officer – India	Gitanjali Mehta		+91 22 6720 4000	<a href="mailto:Gitanjali.Mehta@macquarie.com">Gitanjali.Mehta@macquarie.com</a>
Head of Equities – India	Sandeep Bhatia		+91 22 6720 4000	<a href="mailto:Sandeep.Bhatia@macquarie.com">Sandeep.Bhatia@macquarie.com</a>

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://www.scores.gov.in/scores/Welcome.html> or NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> and BSE at <https://bseclrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchanges portal.

### Multiple complaint handling facilities are easily accessible:

Complaints may be submitted by clients/counterparties, free of charge, in writing, online or verbally. In addition to any jurisdictional- or entity-specific requirements which may be set out in Compliance or business procedures manuals, clients/counterparties may raise complaints via any of the below mechanisms:

Online	<a href="#">Feedback and complaints</a>	By email (MacCap Division, Asia)	<a href="mailto:maccapcomplaintasia@macquarie.com">maccapcomplaintasia@macquarie.com</a>
In Writing – India	92, Level 9, 2 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai 400 051	By email - India	<a href="mailto:MSGrievanceRedressel@macquarie.com">MSGrievanceRedressel@macquarie.com</a> (India)
In Writing – Global	The Complaints Officer Macquarie Group Limited GPO Box 4294 Sydney NSW 1164 Australia	By email – Global	<a href="mailto:complaints@macquarie.com">complaints@macquarie.com</a> <a href="mailto:privacy@macquarie.com">privacy@macquarie.com</a> (where the complaint is related to privacy or information handling)