Investor Grievance Escalation Matrix for Direct Custody and Clearing, India

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Head of Client Services	Rupali Nevrekar	J.P. Morgan Tower, Off CST Road, Kalina, Santacruz East, Mumbai, 400098	+91 22 6157 4223	rupali.nevrekar@jpmchase.com	Mon to Fri: 10 am to 6 pm
Head of Operations & Client Service	Milind Akerkar	J.P. Morgan Tower, Off CST Road, Kalina, Santacruz East, Mumbai, 400098	+91 22 6126 4559	milind.akerkar@jpmchase.com	Mon to Fri: 10 am to 6 pm
Head of Product	Vikas Agrawal	J.P. Morgan Tower, Off CST Road, Kalina, Santacruz East, Mumbai, 400098	+91 22 6157 3198	vikas.agrawal@jpmorgan.com	Mon to Fri: 10 am to 6 pm
Compliance Officer	Tejal Shah	J.P. Morgan Tower, Off CST Road, Kalina, Santacruz East, Mumbai, 400098	+91 22 6157 3037/ +91 22 6649 2553	tejal.p.shah@jpmorgan.com	Mon to Fri: 10 am to 6 pm
CEO	Pranav Chawda	J.P. Morgan Tower, Off CST Road, Kalina, Santacruz East, Mumbai, 400098	+91 22 6157 3000	pranav.chawda@jpmorgan.com	Mon to Fri: 10 am to 6 pm

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

NSDL at https://www.epass.nsdl.com/complaints/websitecomplaints.aspx

CDSL at https://www.cdslindia.com/Footer/grievances.aspx

SEBI at https://scores.gov.in/scores/Welcome.html

Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.