

## **Barclays Securities (India) Private Limited (BSIPL)**

BSIPL is registered and regulated by the Securities and Exchange Board of India (SEBI) as a Portfolio Manager INP000002585, Stock Broker INZ000269539 (member of NSE and BSE), Research Analyst: INH000001519; Depository Participant: IN-DP-478-2020 (DP of NSDL), Investment Adviser: INA000000391. BSIPL is also registered with BSE Administration and Supervision Limited (BASL): BASL1768 and as a Mutual Fund Distributor having AMFI ARN No. 53308.

### **Investor Grievances escalation matrix**

Details of	Contact Person	Address	Contact no.	Email id	Working Hours
Customer Care	Mr. Kaushal Gandhi	Level 9, B6, Nirlon Knowledge Park Nirlon Compound, Off. Western Express Highway Goregaon (East) Mumbai 400063	022-61752703	<a href="mailto:kaushal.nalingandhi@barclays.com">kaushal.nalingandhi@barclays.com</a>	Monday to Friday; 9 a.m. to 6 p.m.
Head of Customer Care	Mr. Yezad Mistry		022-61754068	<a href="mailto:yezad.mistry@barclays.com">yezad.mistry@barclays.com</a>	
Chief Compliance Officer	Mr. Vaibhav Purohit		022-61752271	<a href="mailto:vaibhav.purohit@barclays.com">vaibhav.purohit@barclays.com</a>	
Designated Directors	Mr. Deepak Agarwal /Mr. Narayan Shroff		022-61754011 022-61754053	<a href="mailto:deepak.x.agarwal@barclays.com">deepak.x.agarwal@barclays.com</a> <a href="mailto:narayan.shroff@barclays.com">narayan.shroff@barclays.com</a>	

We are committed to providing a high standard of service to all of our clients. You can refer to the grievance redressal section of our website at <https://www.barclays.in/bsipl/grievance-redressal/> which explains what you need to do if you are dissatisfied with any aspect of our products or services and you wish to make a complaint.

In absence of any response from us or if your complaint is not addressed to your satisfaction, you may lodge a complaint with:

**SEBI** at <https://scores.gov.in/scores/Welcome.html> or

**NSE** at <https://investorhelpline.nseindia.com/NICEPLUS/> or

**BSE** at <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or

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

**SEBI SCORES Mobile app links:-**

Android App: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

iPhone App: <https://apps.apple.com/in/app/sebiscores/id1493257302>

Request you to quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/ Exchange portal/Depository portals.