
Office No. 9/10, 4th Floor, Agnelo House, C.T.S No F/186, S. V. Road, Khar West Mumbai, MH 400052 IN
Phone: +91 22 4897 2682 Email: writetous@market-pulse.in CIN: U67190MH2021PTC356067

Investor Grievance Escalation Matrix for Trading and Demat Services

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Customer Care Executive	Office No. 9/10, 4th Floor, Agnelo House, C.T.S No F/186, S. V. Road, Khar West Mumbai, MH 400052	+91 22 48972681*	writetous@market-pulse.in
Head of Customer care	Ms. Preeti Shetty			headofsupport@market-pulse.in
Compliance Officer	Ms. Hiral B. Jain			compliance@market-pulse.in
CEO	Mr. Amit Dhakad			write_to_ceo@market-pulse.in

*Clients can request the customer care team to connect to the concerned contact person for escalations. The customer care contact number will be available from 9 am - 5 pm on business days.

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>.

Please quote your Service Ticket/Complaint reference number. while raising your complaint at SEBI SCORES/Exchange portal.