

Investor Grievance Escalation Matrix for Trading and Demat Services

For registering the grievances for Trading and Demat Services clients can mark email at grievances@marketpulse.in.

The grievance escalation matrix for Trading and Demat Services is as provided below:

| Details of | Contact Person | Address | Contact No. | Email Id | Working hours |
|--|--------------------------|---|-----------------|--|-------------------------------|
| Customer care/ Client servicing | 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 | Mon- Fri; 9 a.m. to 5 p.m. |
| Head of Customer care/ Client servicing | Ms. Preeti Shetty | | +91- 9321092691 | headofsupport@market-pulse.in | |
| Compliance Officer (Stock broking) | Ms. Hiral B. Jain | | +91- 7303721721 | compliance@market-pulse.in | |
| Compliance Officer (DP operations) | Ms. Charmi Shah | | +91- 7718073023 | dpcompliance@market-pulse.in | |
| Designated Director | Mr. Arshad Fahoum Burhan | | +91- 9820925246 | director@market-pulse.in | |

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

1. With SEBI at <https://scores.gov.in/scores/Welcome.html>
2. With NSE for trading matters in respect of cash and F&O segment at <https://investorhelpline.nseindia.com/NICEPLUS/>
3. With MCX for trading matters in respect of commodity derivatives segment at <https://www.mcxindia.com/Investor-Services>
4. With CDSL for complaints relating to Demat services at <https://www.cdslindia.com/Footer/grievances.aspx>.

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

Ms. Hiral B. Jain, Compliance Officer (Stock broking) is also authorised to overlook grievances received under 'The Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021' and 'Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011'

Market Pulse Securities Private Limited

<https://market-pulse.in/>

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IN Phone: +91 22 4897 2682 | Email: writetous@market-pulse.in | CIN: U67190MH2021PTC356067

SEBI Stock Broker Registration No.: INZ000300936 | SEBI DP Registration No.: IN-DP-686-2022

MCX Member Code: 56945 | NSE Member Code: 90253 | NSE SCM Code: M70035 | CDSL DP ID: 12095300