

COMPLAINT REDRESSAL ESCALATION MATRIX

In case concerns not addressed, you may escalate it to Next Level as per below matrix. Please quote your Email Interaction No. while raising your complaint to the subsequent level.

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Mr Ajeet Dubey	401/405 , Dalmal House 206 J.Bajaj Road, Nariman Point Mumbai - 400021	022 67474300	backoffice@focuscomtrade.com	All trading days 09:00 AM to 06:00 PM
Head of Customer care	Mahendra Mitaliya	401/405 , Dalmal House 206 J.Bajaj Road, Nariman Point Mumbai - 400021	022 67474305	focus@focuscomtrade.com	All trading days 09:00 AM to 06:00 PM
Compliance Officer	Mr Sumeet Roy	401/405 , Dalmal House 206 J.Bajaj Road, Nariman Point Mumbai - 400021	022 67473725	sumeet.roy@focuscomtrade.com	All trading days 09:00 AM to 06:00 PM
CEO	Mr Suresh Chotia	401/405 , Dalmal House 206 J.Bajaj Road, Nariman Point Mumbai - 400021	022 67474303	schotia@focuscomtrade.com	All trading days 09:00 AM to 06:00 PM

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

- ❖ SEBI at <https://scores.gov.in/scores/Welcome.html>
- ❖ NSE at <https://investorhelpline.nseindia.com/NICEPLUS/>
- ❖ BSE at <https://bsecrec.bseindia.com/e-complaint/frmInvestorHome.aspx>
- ❖ NCDEX at https://ncdex.com/investor_complaint
- ❖ MCX at <https://www.mcxindia.com/Investor-Services>
- ❖ CDSL at <https://www.cdslindia.com/Footer/grievances.aspx>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

Dedicated helpline & Email Id for reporting of cyber incidents by Investors

Helpline Number for Cyber Attacks	Email Id for reporting of Cyber Attacks
022 67474300	backoffice@focuscomtrade.com