



Escalation Matrix:

Details of Designation	Contact Person	Address	Contact No.	Timing	Email Id
Customer care	Siddi Patil	901 A – Wing, Marathon Futurex, LowerParel, Mumbai- 400013	022-66423614	Monday to Saturday 9:00 AM to 6:00 PM	ig@neo-wealth.com
Head of Customercare	Ganesh More	901 A – Wing, Marathon Futurex, LowerParel, Mumbai- 400013	022-66423605		ganesh.more@neo.group
Compliance Officer	Dhirendra Rautela	903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013	022-66423600		compliance@neo-wealth.com
CEO	Shajikumar Devakar	903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013	022-66423617		ceo@neo-wealth.com
Principal Officer for Investment Advisory	Pawan Kumar	903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013	022-66423600		PO_advisory@neo-wealth.com
Principal Officer for Research Analyst	Zeal Mehta	903 B – Wing, Marathon Futurex, LowerParel, Mumbai- 400013	022-66423600		zeal.mehta@neo.group

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or ODR Portal <https://smartodr.in> Exchange at:

NSE - <https://investorhelpline.nseindia.com/NICEPLUS/>

BSE – <https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

MCX – <https://www.mcxindia.com/Investor-Services>

NCDEX – https://ncdex.com/investor_complaint

CDSL – <https://www.cdslindia.com/Footer/grievances.aspx>

NSDL – nsdl.com/investor/investor-grievance

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