

Investor Grievance Redressal Escalation Matrix for Affluence Shares and Stocks Private Limited- Stock Broker and Depository Participant

For Stock Broking Related Services

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	URVI SHAH	4th Floor, A-6 Safal Profitaire, Corporate Road, Opp. AUDA Garden, Prahaladnagar, Ahmedabad 380051	079-40776555	info@affluence.ooo	Mon-Sat; 9:00 am to 12:30 pm and 2:00 pm to 5:00 pm excluding public holidays
Head of Customer care	JAYDEEP VAGHELA		079-67776527	trading.grievances@affluence.ooo	
Compliance Officer	URVISH MANGER		079-67776526	compliance@affluence.ooo	
CEO / Designated Director	MALAY KOTHARI		079-67776555	malay.kothari@affluence.ooo	

For Depository Participant Related services

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
DP Services	RAVINDRA SHAH	4th Floor, A-6 Safal Profitaire, Corporate Road, Opp. AUDA Garden, Prahaladnagar, Ahmedabad 380051	079-67776536	demat@affluence.ooo	Mon-Sat; 9:00 am to 12:30 pm and 2:00 pm to 5:00 pm excluding public holidays
Head of Customer care	JAYDEEP VAGHELA		079-67776527	grievances@affluence.ooo	
Compliance Officer	URVISH MANGER		079-67776526	compliance@affluence.ooo	
CEO / Designated Director	MALAY KOTHARI		079-67776555	malay.kothari@affluence.ooo	

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

BSE	https://bseers.bseindia.com/ecomplaint/frmInvestorHome.aspx
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
MCX	https://www.mcxindia.com/Investor-Services
NCDEX	https://ncdex.com/investor_complaint
CDSL	https://www.cdslindia.com/Footer/grievances.aspx
SEBI	https://scores.gov.in/scores/Welcome.html