



Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	Rinita Shah	201A, Shivalik Corporate Park, B/h. IOC Petrol Pump, Satellite, Ahmedabad -380015	079-69089900 Extn:116	helpdesk@navkardirect.com	Mon-Fri; 9:00 am to 5:30pm and Sat; 11.00 am to 2.00pm
Head of Customer care	Vaishali Mistry		079-69089900 Extn:148	pradip@navkardirect.com	Mon-Fri; 9:00 am to 5:30pm and Sat; 11.00 am to 2.00pm
Compliance Officer	Pradip Shah		079-69089900 Extn:105	Compliance@navkardirect.com	Mon-Fri; 9:00 am to 5:30pm and Sat; 11.00 am to 2.00pm
CEO	Karnik Shah		079-69089900 Extn:109	Karnik@navkardirect.com	Mon-Fri; 9:00 am to 5:30pm and Sat; 11.00 am to 2.00pm

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

BSE	https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
MCX	https://www.mcxindia.com/Investor-Services
CDSL	https://www.cdslindia.com/Footer/grievances.aspx
SEBI	https://scores.sebi.gov.in/

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