

Annexure A
Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id
Client Servicing	Mr. G. Haribabu \ Ms. R. Divya	Kochar Technology Park, 6th Floor, Ambattur Industrial Estate, Ambattur, Chennai - 600058	044 - 45609696	dp@ftconline.in \ forms@ftconline.in \ support@flattrade.in
Head of Client Servicing	Mr. S. PremKumar	Kochar Technology Park, 6th Floor, Ambattur Industrial Estate, Ambattur, Chennai - 600058	044 - 45609696	premkumar@ftconline.in \ compliance@ftconline.in
Compliance Officer	Mr. S. PremKumar	Kochar Technology Park, 6th Floor, Ambattur Industrial Estate, Ambattur, Chennai – 600058.	044 - 45609696	premkumar@ftconline.in \ compliance@ftconline.in
Managing Director	Mr. K. Narayana Moorthy	Kochar Technology Park, 6th Floor, Ambattur Industrial Estate, Ambattur, Chennai – 600058.	044 - 45609696	ftc@ftconline.in

Client may contact during office hours between 10.00 AM to 6 PM.

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

Depository at <https://www.cdslindia.com/Footer/grievances.aspx>

• Exchange at

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

<https://bsecre.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

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

or

SEBI at <https://scores.gov.in/scores/Welcome.html>

Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Exchange(s) / Depository portal.