



## Escalation Matrix for DP Operations

### Information required while registering the query

ESC Level/ TAT / Expected Resolution Time	Contact Person	Working Hours	Address	Contact No	Email Id
<b>ESC Level 1 : Client Servicing</b> In case you are not satisfied with the response at Level 1 within 7 working days, you could contact our Head Client Servicing.	Darshana Angchekar	Mon-Sat (*) 10 a.m. to 5 p.m.	Office ABC, Level 5(B), 5th and 6th Floor, L and T Tower 1, Plot No. R1, Sector 40, Nexus Mall Seawoods Railway Station Navi Mumbai 400706	9967015991	<a href="mailto:demat_relations@unitybank.co.in">demat_relations@unitybank.co.in</a>
<b>ESC Level 2 : Head Client Servicing</b> In case you are not satisfied with the response at Level 2 within 7 working days, you could contact our Compliance Officer	Kawalpreet Kaur Suri	Mon-Sat (*) 10 a.m. to 5 p.m.	Office ABC, Level 5(B), 5th and 6th Floor, L and T Tower 1, Plot No. R1, Sector 40, Nexus Mall Seawoods Railway Station Navi Mumbai 400706	9820070181	<a href="mailto:demathelpdesk@unitybank.co.in">demathelpdesk@unitybank.co.in</a>
<b>ESC Level 3 : Compliance Officer</b> In case you are not satisfied with the response at Level 3 within 7 working days, you could contact our MD & CEO	Kavita Vaishya	Mon-Sat (*) 10 a.m. to 5 p.m.	Office ABC, Level 5(B), 5th and 6th Floor, L and T Tower 1, Plot No. R1, Sector 40, Nexus Mall Seawoods Railway	9768502170	<a href="mailto:kavitavaishya@unitybank.co.in">kavitavaishya@unitybank.co.in</a>

			Station Navi Mumbai 400706		
ESC Level 4: <b>MD &amp; CEO</b> In absence of response/complaint not addressed to your satisfaction at Level 4, you may lodge a complaint to SEBI	Inderjit Camotra	Mon-Sat (*) 10 a.m. to 5 p.m.	Centrum House,C.S.T Road, Vidyanagari Marg , Kalina, Santacruz (East) , Mumbai 400 098	022-42159000	<a href="mailto:dplevel3escalation@unitybank.co.in">dplevel3escalation@unitybank.co.in</a>

Client Name :

Client Id :

Mobile No.

Complaint description :

(\*) Sunday, 2nd & 4th Saturday & Holiday Closed

Please send the query from your registered E-mail Id for security purpose.

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

➤ **NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>**

**OR**

➤ **SEBI at [scores.sebi.gov.in/scores/Welcome.html](https://scores.sebi.gov.in/scores/Welcome.html).**

**Please quote your Complaint Ref No. while raising your complaint at Depository/SEBI SCORES portal.**

If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/grievance on SMARTODR platform << <https://smartodr.in/register> >> for its resolution through by online conciliation or arbitration.