

## CUSTOMER CARE DEPARTMENT

Aum Capital Market Pvt Ltd  
226/1, AJC Bose Road, 3<sup>rd</sup> Floor, Unit no. 3G, Trinity, Kolkata – 700020  
Contact Person : Mr. Chandra Kumar Jain, Compliance Officer  
Contact no. 033-35069941  
Email id: [helpdesk@aumcap.com](mailto:helpdesk@aumcap.com)

For Trading and DP and For Investor Grievance please mail to: [helpdesk@aumcap.com](mailto:helpdesk@aumcap.com)

## ESCALATION MATRIX FOR GRIEVANCE HANDLING

### For Trading

Details of	Contact Person	Address	Contact No	Email id	Working Hours (Monday to Friday)
Customer Care (Client Servicing)	Mr. Prakash Kejriwal	226/ 1 AJC Bose Road, Trinity, Unit No. 2G, 2 <sup>ND</sup> Floor, Kolkata-700020	033-40572231	prakash.kejriwal@aumcap.com	9.15 AM to 5.30PM
Head of Customer Care	Mr. Swarup Dutta	226/ 1 AJC Bose Road, Trinity, Unit No. 2G, 2nd Floor, Kolkata-700020	8981005499	swarup.dutta@aumcap.com	9.30 AM to 6.30PM
Compliance Officer	Mr. Chandra Kumar Jain	226/ 1 AJC Bose Road, Trinity, Unit No. 3G, 3 <sup>RD</sup> Floor, Kolkata-700020	033-40581637, 033-40572219	ck.jain@aumcap.com	10.30 AM to 6.30PM
Designated Director	Mr. Aditya Vikram Choudhary	226/ 1 AJC Bose Road, Trinity, Unit No. 6E, 6 <sup>th</sup> Floor, Kolkata-700020	033-40572131	Aditya.choudhary@aumcap.com	10.30 AM to 6.30PM

### For Depository Participants services

Details of	Contact Person	Address	Contact No	Email id	Working Hours (Monday to Friday)
Client Servicing	Mr. Prodip Chowdhury	226/ 1 AJC Bose Road, Trinity, Unit No. 2G, 2 <sup>ND</sup> Floor, Kolkata-700020	033-40572210	prodip.chowdhury@aumcap.com	10.15 AM to 6.15 PM
Head of Client Servicing	Mr. Rajib Lochan Bid	226/ 1 AJC Bose Road, Trinity, Unit No. 2G, 2 <sup>ND</sup> Floor, Kolkata-700020	033-40572209	rajib.bid@aumcap.com	9.15 AM to 6.30PM
Compliance Officer	Mr. Mrinal Kanti Das	226/ 1 AJC Bose Road, Trinity, Unit No. 2G, 2 <sup>ND</sup> Floor, Kolkata-700020	033-40572230	mrinal.das@aumcap.com	10.30 AM to 6.30PM
Designated Director	Mr. Aditya Vikram Choudhary	226/ 1 AJC Bose Road, Trinity, Unit No. 6E, 6 <sup>th</sup> Floor, Kolkata-700020	033-40572131	Aditya.choudhary@aumcap.com	10.30 AM to 6.30PM

### For Research Analyst segment

Details Of	Contact Person	Address	Contact No	Email Id	Working Hours (Monday To Friday)
Manager Research	Ms. Tanya Kothary	226/1, AJC Bose Road, Unit No 6E, 6 <sup>th</sup> Floor, Kolkata – 700020	033-35069919	tanya.kothary@aumcap.com	10 AM to 7 PM
Senior Manager Research	Mr. Pinaki Banerjee	226/1, AJC Bose Road, Unit No 6E, 6 <sup>th</sup> Floor, Kolkata – 700020	033-35069920	pinaki.banerjee@aumcap.com	09.30 AM to 06.30 PM
Research Head	Mr. Rajesh Agarwal	226/1, AJC Bose Road, Unit No 6E,	033-35069908	rajesh.agarwal@aumcap.com	10 AM to 7 PM

		6 <sup>th</sup> Floor, Kolkata – 700020			
Compliance Officer	Mr Chandra Kumar Jain	226/1, AJC Bose Road, Unit No. 3G, 3 <sup>rd</sup> Floor, Kolkata – 700020	033-35069941	ck.jain@aumcap.com	10.30 AM to 06.30 PM
Designated Director	Mr. Aditya Vikram Choudhury	226/1, AJC Bose Road, Unit No 6E, 6 <sup>th</sup> Floor, Kolkata – 700020	033-35069903	aditya.choudhury@aumcap.com	10.30 AM to 06.30 PM

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For BSE : <https://bseclrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

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

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

or SEBI at <https://scores.sebi.gov.in/>

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