

## 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. 033-40572219, 40581637  
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. Pankaj Kumar Jain	226/ 1 AJC Bose Road, Trinity, Unit No. 3G, 3 <sup>RD</sup> Floor, Kolkata-700020	033-40581650	pankaj.jain@aumcap.com	9.15 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	9.15 AM to 5.30PM
Head of Client Servicing	Mr. Ashis Das	226/ 1 AJC Bose Road, Trinity, Unit No. 2G, 2 <sup>ND</sup> Floor, Kolkata-700020	033-40572209	ashis.das@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

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or with NSDL at <https://www.epass.nsd.com/complaints/websitecomplaints.aspx> or Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange as below

For BSE : <https://bsecrecs.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/>

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