

## Annexure A

### Escalation Matrix:

Details of	Contact Person	Address	Contact no.	Email ID
Customer Care	Customer Care Desk	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103	07612796277 9 am - 5 pm Week days except Market Holidays and Saturday, Sundays	feedback@paytmoney.com
Head of Customer Care	Amita Shetty	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103.		exg.support@paytmoney.com
Compliance Officer	Sudhendoo Gandhi	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103.		exg.complianceofficer@paytmoney.com
CEO	Varun Sridhar	THE HUB, 3 <sup>rd</sup> Floor, Sy no 8 & 8/2 Ambalipura Village, Varthur Hobli, Sarjapur Main Road, Bangalore- 560103.		info@paytmoney.com

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.