

Investor Grievance Redressal Mechanism - Escalation Matrix for Depository Services (CDSL & NSDL)

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer Care / Client Servicing	Mr. Ameya Pednekar	Axis Bank Limited, 6th Floor, Gigaplex, Plot No. I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai - 400708	91-022-62176320	dp.operations@ axisbank.com	Mon – Sat; 9.30a.m. to 6p.m. (Except second and fourth Saturday and Bank Holiday)
Head of Customer Care / Client Servicing	Mr. Caesar Pinto	Nodal Officer – Grievance Redressal, Axis Bank Limited, 5th Floor, Gigaplex, Plot No. I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai - 400708	91-080-61865200	nodal.officer@ axisbank.com	Mon – Sat; 9.30a.m. to 6p.m. (Except second and fourth Saturday and Bank Holiday)
Compliance Officer	Mr. Gyan Raipuria	Axis Bank Limited, 6th Floor, Gigaplex, Plot No. I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai - 400708.	91-022-62176321	dpcompliance.officer @axisbank.com	Mon – Sat; 9.30a.m. to 6p.m. (Except second and fourth Saturday and Bank Holiday)
CEO	Mr. Amitabh Chaudhry	Axis Bank Limited, 8th Floor, Axis House, Wadia International Centre, P. B. Marg, Worli, Mumbai - 400025	91-022- 68685757	md&ceo@ axisbank.com	Mon – Sat; 9.30a.m. to 6p.m. (Except second and fourth Saturday and Bank Holiday)

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 CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>
Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.