

“Annexure A”

Escalation Matrix for DP Operations

Information required while registering the query

Client Name :

Client Id :

Mobile No. :

Complaint description :

ESC Level 1 : Client Servicing In case you are not satisfied with the response at Level 1 within 7 working days, you could contact our Head Client Servicing.	Ms. Kavita Vaishaya	3 rd floor, Satkar Grande WIFI Park, Opp.Aplab Industries,Wagle Estate,Thane (West) 400 604	18002091122	demat_relations@unitybank.co.in
ESC Level 2 : Head Client Servicing In case you are not satisfied with the response at Level 2 within 7 working days, you could contact our Compliance Officer	Ms. Kawalpreet Kaur Suri	Centrum House,C.S.T Road,Vidyanagari Marg ,Kalina, Santacruz (East), Mumbai 400 098	022-42159515	demathelpdesk@unitybank.co.in
ESC Level 3 : Compliance Officer In case you are not satisfied with the response at Level 3 within 7 working days, you could contact our MD & CEO	Ms. Rashmi Pandit	CentrumHouse,C.S.T Road,Vidyanagari Marg ,Kalina, Santacruz (East) , Mumbai 400 098	9152366105	level2escalation@unitybank.co.in
ESC Level 4 : MD & CEO In absence of response/complaint not addressed to your satisfaction at Level 4, you may lodge a complaint to SEBI	Mr.Inderjit Camotra	CentrumHouse,C.S.T Road,Vidyanagari Marg ,Kalina, Santacruz (East) , Mumbai 400 098	022-42159000	dplevel3escalation@unitybank.co.in

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 <https://scores.gov.in/scores/Welcome.html>.

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