



**“Annexure A”**

**Depository Participants Related Escalation Matrix**

Details of	Contact Person	Address	Contact No.	Email ID
Customer Care	Customer Care Team	Corporate Strategy & Planning Dept. IDBi Bank Limited, IDBI Tower, Cuffe parade, Mumbai 400005	1800 209 4324 1800 221 070	customercare[AT]idbi[DOT]co[DOT]in
Head of Customer Care	Principal Nodal Officer	Corporate Strategy & Planning Dept. IDBI Bank Limited, IDBI Tower, Cuffe parade, Mumbai 400005	022-66552141/43	pno[AT]idbi[DOT]co[DOT]in
Depository Compliance Officer	Shri Rahul Shankar Babar	Capital Market Services, Belapur CPU Annex Building, Plot Number 39-41, Sector 11, CBD Belapur, Navi Mumbai 400614.	022-66700516	dematcomplaints[AT]idbi[DOT]co[DOT]in
CEO	Shri Rakesh Sharma	Corporate centre, IDBI Bank Limited, IDBI Tower, Cuffe parade, Mumbai 400005	022-22185320	md[DOT]ceo[AT]idbi[DOT]co[DOT]in

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

Each escalation level timing - Monday to Saturday 10 a.m. to 12.30 pm and 2 p.m. to 6 pm Second and Forth Saturday being holiday