

Investor Complaint Escalation Matrix for Macquarie Capital Securities (India) Pvt. Ltd.

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Sanjay Gupta	92, Level 9, 2 North Avenue, Maker Maxity, Bandra Kurla Complex,	+91 22 6720 4000	Sanjay.Gupta@macquarie.com
MacCap Regional Complaint Handling Coordinator	Grace Wang	andra East, Mumbai 400 051	+ 86 10 6521 6806	Grace.Wang@macquarie.com
MacCap Regional Complaint Handling Manager	Harriet Davies/Sam Fay		+852 3922 4270 /+852 3922 3352	Harriet.Davies@macquarie.com /Sam.Fay@macquarie.com
Compliance Officer – India	Gitanjali Mehta		+91 22 6720 4000	Gitanjali.Mehta@macquarie.com
Head of Equities – India	Sandeep Bhatia		+91 22 6720 4000	Sandeep.Bhatia@macquarie.com

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

Multiple complaint handling facilities are easily accessible:

Complaints may be submitted by clients/counterparties, free of charge, in writing, online or verbally. In addition to any jurisdictional- or entity-specific requirements which may be set out in Compliance or business procedures manuals, clients/counterparties may raise complaints via any of the below mechanisms:

Online	Feedback and complaints	By email (MacCap Division, Asia)	maccapcomplaintasia@macquarie.com
In Writing – India	92, Level 9, 2 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai 400 051	By email - India	MSGrievanceRedressel@macquarie.com (India)
In Writing – Global	The Complaints Officer Macquarie Group Limited GPO Box 4294 Sydney NSW 1164 Australia	By email – Global	complaints@macquarie.com privacy@macquarie.com (where the complaint is related to privacy or information handling)