

GRIEVANCE REDRESSAL FOR DEPOSITORY PARTICIPANT

For grievances/complaints against the Depository Participant, you may choose any of the following channels to register your complaint:

- **Branch:** You may meet the Branch Manager / Service Manager / Branch Operations Manager of any Branch and register your complaint
- **Customer Contact Centre:** You may call our 24 hour contact center at 1860 266 2666 (local call rates apply) to register your Experience.
- **Email:** You may send us an email through the option of "Email us" under Customer Service section on our website and register your complaint.
- **Letter:** You may write a letter to us at Kotak Mahindra Bank Ltd. P.O. Box: 16344, Mumbai - 400013
- **Website:** You may visit our Bank website, go to the 'Contact Us' section and register your complaint online
- **Net Banking:** In case you are registered for Net Banking services, you may log in to your net banking, go to the "Inbox" tab under Profile option and register your complaint.
- In case you do not receive any response from any of the channels that you have raised the issue to within 7 working days or if the response received from them is not satisfactory, you may escalate your grievance to the **Compliance Officer/Nodal Officer of Kotak Mahindra Bank**. The contact details are as follows:

Compliance Officer: **Mr. Ashish Mishra**

Address : Kotak Mahindra Bank
27 BKC, 6th Floor,
Plot No. C -27, 'G' Block,
Bandra Kurla Complex East,
Mumbai – 400051

Telephone No. : +91 22 61660001/2

E-mail : ashish.mishra15@kotak.com

Nodal Officer: **Ms. Archana Shukla**

Kotak Mahindra Bank
8th Floor, ABR Emerald building,
Plot No. D8, Street 16,
MIDC Central Road,
Andheri East, Mumbai, Maharashtra 400093.

022-62042110

nodalofficer@kotak.com

- In case you do not receive any response from the Bank officials within 3 working days or if the response received is not satisfactory, you may escalate your grievance to the **Chief Executive Officer** for Depository Participant. The contact details are as follows:

Name : **Mr. Ashok Vaswani**
Address : Kotak Mahindra Bank,
27BKC, 9th Floor, Plot No. C 27, G Block,
Bandra Kurla Complex, Bandra East, Mumbai 400051
Telephone No : 022-62042110
Working Hours : (Mon to Fri – 09:30 AM-6.00PM)
Email ID : CEO@kotak.com

- In case the complaint is not resolved at the Depository Participant level within a month of lodging of complaint or in case you are not satisfied with the response received, you may contact the concerned Depository at the following:

	Web Address	Contact No	Email-id
NSDL	www.nsdl.co.in	1800 222 990 (Monday to Friday)	relations@nsdl.co.in
CDSL	www.cdslindia.com	1800 225 533 (Monday to Friday)	complaints@cdslindia.com

You can also lodge your grievances with SEBI at <http://scores.gov.in>.

For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 /1800 266 7575.