

## Grievance Redressal / Escalation Matrix

| Level   | Details of Designation   | Contact Person Name | Address where the physical address location                                                                                                             | Contact No.   | Email-ID                                                                 | Working hours when complainant can call                                                                            |
|---------|--------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Level 1 | Head of Client Servicing | Madhura Nansi       | One World Center,<br>Tower 2, Office No<br>802, 8th Floor,<br>Senapati Bapat Marg,<br>Elphinstone Road West,<br>Mumbai – 400 013,<br>Maharashtra, India | 022 6925 1000 | <a href="mailto:pmsassist@buglerock.asia">pmsassist@buglerock.asia</a>   | <b>Working Hours:</b><br>Monday to Friday<br><br><b>Timing:</b><br>9.30 am to 6:00 pm<br>excluding public holidays |
| Level 2 | Head of Operation        | Shyamal Patkar      | One World Center,<br>Tower 2, Office No<br>802, 8th Floor,<br>Senapati Bapat Marg,<br>Elphinstone Road West,<br>Mumbai – 400 013,<br>Maharashtra, India | 022 6925 1000 | <a href="mailto:shyamal.p@buglerock.asia">shyamal.p@buglerock.asia</a>   |                                                                                                                    |
| Level 3 | Compliance Officer       | Bharat M Sharda     | One World Center,<br>Tower 2, Office No<br>802, 8th Floor,<br>Senapati Bapat Marg,<br>Elphinstone Road West,<br>Mumbai – 400 013,<br>Maharashtra, India | 022 6925 1000 | <a href="mailto:compliance@buglerock.asia">compliance@buglerock.asia</a> |                                                                                                                    |
| Level 4 | Principal Officer        | Rajesh Keswani      | One World Center,<br>Tower 2, Office No<br>802, 8th Floor,<br>Senapati Bapat Marg,<br>Elphinstone Road West,<br>Mumbai – 400 013,<br>Maharashtra, India | 022 6925 1000 | <a href="mailto:rajesh.k@buglerock.asia">rajesh.k@buglerock.asia</a>     |                                                                                                                    |

As a part of investor awareness and cautioning public at large, BSE Limited is publishing and updating all issued press releases on its website under ‘Media coverage and Press releases issued to caution investors’ heading. The link to view/refer issued press releases on the Exchange website is given below:

1. <https://www.bseindia.com/markets/MarketInfo/MediaRelease.aspx>
2. [https://www.bseindia.com/attention\\_investors.aspx](https://www.bseindia.com/attention_investors.aspx)