

**'Annexure A' Escalation Matrix:**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Time</b>	<b>Contact No.</b>	<b>Email Id</b>
<i>Customer care</i>	<i>Praful Bhanushali</i>	<i>124, Viraj, 41-42, 4<sup>th</sup> Floor S V Road, Khar west Mumbai- 400052</i>	<i>Mon-Fri:- 9:30 AM to 5:00 PM.</i>	<i>02240656425</i>	<a href="mailto:Praful.bhanushali@greshma.com"><i>Praful.bhanushali@greshma.com</i></a>
<i>Head of Customer Care</i>	<i>Dinesh Shah</i>	<i>124, Viraj, 41-42, 4<sup>th</sup> Floor S V Road, Khar west Mumbai- 400052</i>	<i>Mon-Fri:- 9:30 AM to 5:00 PM.</i>	<i>02240654640</i>	<a href="mailto:Dinesh.shah@greshma.com"><i>Dinesh.shah@greshma.com</i></a>
<i>Compliance Officer</i>	<i>Nirmal Talati</i>	<i>124, Viraj, 41-42, 4<sup>th</sup> Floor S V Road, Khar west Mumbai- 400052</i>	<i>Mon-Fri:- 9:30 AM to 5:00 PM.</i>	<i>02240654627</i>	<a href="mailto:Nirmal.talati@greshma.com"><i>Nirmal.talati@greshma.com</i></a>
<i>Chief Executive Officer (CEO)</i>	<i>Sameer Parekh</i>	<i>124, Viraj, 41-42, 4<sup>th</sup> Floor S V Road, Khar west Mumbai- 400052</i>	<i>Mon-Fri:- 9:30 AM to 5:00 PM.</i>	<i>02240654608</i>	<a href="mailto:Sameer.parekh@greshma.com"><i>Sameer.parekh@greshma.com</i></a>

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