

B.N.Rathi Securities Limited

Escalation matrix will be explicitly displayed on the website www.bnrsecurities.com and mobile application under the 'Contact Us' page. The 'Contact Us' link will be placed on the index/homepage of the website. Upon clicking the same, it should display the following details:

Support and Grievance Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working hours
Customer care	K Vani	6-3-652,KAUTILYA,AMRUTHAESTATES, SOMAJIGUDA,HYDERABAD-500082	040-40527777	Investorgrievances@ bnrsecurities.com	Mon-Fri 10:00 AM to 5:00 PM
Head of Customer Care	N Charuhasan	6-3-652,KAUTILYA,AMRUTHAESTATES, SOMAJIGUDA,HYDERABAD-500082	040-40526203	Investorgrievances@ bnrsecurities.com	Mon-Fri 10:00 AM to 5:00 PM
Compliance Officer	G Sabitha Reddy	6-3-652,KAUTILYA,AMRUTHAESTATES, SOMAJIGUDA,HYDERABAD-500082	04040526279	compliance@bnrsecurities. com	Mon-Fri 10:00 AM to 5:00 PM
Chief Executive Officer (CEO)	Chetan Rathi	6-3-652,KAUTILYA,AMRUTHAESTATES, SOMAJIGUDA,HYDERABAD-500082 Fax 40526283	040-40526273	crathi@bnrsecurities.com	Mon-Fri 10:00 AM to 5:00 PM

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> or Exchange at <https://bse.rs.bseindia.com/ecomplaint/frmlInvestorHome.aspx> (BSE) or <https://investorhelpline.nseindia.com/NICEPLUS/> (NSE) or <https://www.cdslindia.com/Footer/grievances.aspx> (CDSL) or <https://www.mcxindia.com/Investor-Services> (MCX)

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

After exhausting these options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Smart ODR Portal, Link available on our website www.bnrsecurities.com

