

‘Annexure A’

Escalation Matrix:

Details of	Contact Person	Address	Direct Contact No.	Email Id	Operational/ Working Hours
Head of Institutional Sales	Mr. Rahul Dash	Level 3A, 4 <sup>th</sup> Floor, First International Financial Centre, Plot Nos C-54 and C-55, G Block, Near CBI Office, Bandra Kurla Complex, Bandra (East), Mumbai, 400098	+91-22-68421401	BSG-indiasales@bernsteinsg.com	8:30 a.m. to 5:00 p.m.
Customer care	Mr. Bernard Gorremuchu	Level 3A, 4 <sup>th</sup> Floor, First International Financial Centre, Plot Nos C-54 and C-55, G Block, Near CBI Office, Bandra Kurla Complex, Bandra (East), Mumbai, 400098	+91-22-68421412	<a href="mailto:Scbin-investorgrievance@bernsteinsg.com">Scbin-investorgrievance@bernsteinsg.com</a>	8:30 a.m. to 5:00 p.m.
Head of Customer Care	Mr. Rahul Dash	Level 3A, 4 <sup>th</sup> Floor, First International Financial Centre, Plot Nos C-54 and C-55, G Block, Near CBI Office, Bandra Kurla Complex, Bandra (East), Mumbai, 400098	+91-22-68421401	BSG-indiasales@bernsteinsg.com	8:30 a.m. to 5:00 p.m.
Compliance Officer	Ms. Rupal Talati	Level 3A, 4 <sup>th</sup> Floor, First International Financial Centre, Plot Nos C-54 and C-55, G Block, Near CBI Office, Bandra Kurla Complex, Bandra (East), Mumbai, 400098	+91-22-68421451	<a href="mailto:scbincompliance@bernsteinsg.com">scbincompliance@bernsteinsg.com</a>	8:30 a.m. to 5:00 p.m.
Chief Operating Officer (COO)	Mr. Bipin Bhaiyya	Level 3A, 4 <sup>th</sup> Floor, First International Financial Centre, Plot Nos C-54 and C-55, G Block, Near CBI Office, Bandra Kurla Complex, Bandra (East), Mumbai, 400098	+91-22-68421421	<a href="mailto:SCBIndia@bernsteinsg.com">SCBIndia@bernsteinsg.com</a>	8:30 a.m. to 5:00 p.m.