



### **Escalation Matrix:**

<b>Details</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email ID</b>	<b>Working Hours</b>
Customer care	Mr.Subhash Bhagne	1st Floor, Merchant Chamber, Opp. Patkar Hall, 41, New Marine Lines, Mumbai – 400 020.	+91-22-43008837	customercare@ssjfinance.com	Monday to Friday - 10 am to 6 pm & alternate Saturday (1 <sup>st</sup> & 3 <sup>rd</sup> ) - 10 am to 3 pm
Head of Customer care	Mrs.Namrata Shirke	1st Floor, Merchant Chamber, Opp. Patkar Hall, 41, New Marine Lines, Mumbai – 400 020.	+91-22-43008891	kyc@ssjfinance.com	Monday to Friday - 10 am to 6 pm & alternate Saturday (1 <sup>st</sup> & 3 <sup>rd</sup> ) - 10 am to 3 pm
Compliance Officer	Mr. Jyotiprasad Lekhwar	1st Floor, Merchant Chamber, Opp. Patkar Hall, 41, New Marine Lines, Mumbai – 400 020.	+91-22-43008821	co@ssjfinance.com	Monday to Friday - 10 am to 6 pm & alternate Saturday (1 <sup>st</sup> & 3 <sup>rd</sup> ) - 10 am to 3 pm
CEO	Mr.Saurabh Jain	1st Floor, Merchant Chamber, Opp. Patkar Hall, 41, New Marine Lines, Mumbai – 400 020.	+91-22-43008800	saurabh@ssjfinance.com	Monday to Friday - 10 am to 6 pm & alternate Saturday (1 <sup>st</sup> & 3 <sup>rd</sup> ) - 10 am to 3 pm
Principal Officer	Mr. Jyotiprasad Lekhwar	1st Floor, Merchant Chamber, Opp. Patkar Hall, 41, New Marine Lines, Mumbai – 400 020.	+91-22-43008821	co@ssjfinance.com	Monday to Friday - 10 am to 6 pm & alternate Saturday (1 <sup>st</sup> & 3 <sup>rd</sup> ) - 10 am to 3 pm

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI at <https://scores.sebi.gov.in/scores/Welcome.html> or  
Exchange at <https://www.mcxindia.com/Investor-Services> .

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