

‘Annexure A’
NKGSB Co.op Bank Ltd
Demat Department
DP ID: IN303358
Investor Grievance Redressal mechanism - Escalation Matrix

| Details of | Contact person | Address | Contact No | Email Id |
|----------------------------------|---|--|---|---|
| Customer care | Ms.Surekha Kasbekar Deputy Manager | Shop no.2 & 3, Shree Niketan, Opp.Vasai Railway Station, Vasai West,Dist. Thane-401202 | 8069791917 Toll free no. 18002671917 | customercare@nkgsb-bank.com |
| Head of Customer Care | Mrs. Pradnya Kadam Chief Manager | 1st floor, Shakti Apt., Sai Shakti CHSL, L.T.Road, Opp. Dahisar Railway station. Dahisar(W) Mumbai-400 068. | 8655699386/7 | customercare@nkgsb-bank.com |
| Compliance Officer | Ms. Sujata Kelji Asst. Manager | Shiv Plaza, Opp Telephone ex., LBS Marg, Ghatkopar west, Mumbai 400086 | 8655699423 | demat@nkgsb-bank.com |
| CEO | CA. Pranali Dharadhar Deputy Managing Director | Laxmi Sadan, 361, Vithalbai Patel Road, Girgaum, Mumbai 400 004 | 022-67545000 | secretarial@nkgsb-bank.com |

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.