

Escalation Matrix

| Details of | Contact Person | Address | Contact No. | Email ID | Working Hours |
|-------------------------|------------------------|--|-----------------------------------|--|---|
| Customer Care | Customer Care Official | P.O. Box No. 7643, Malad (West), Mumbai 400064 | 91-22-68997777 91-040-68157777 | customercare@dcbbank.com | 8am to 8pm (Monday to Sunday) |
| Nodal Officer | PreetiDhar | 6 th Floor, Tower A, Peninsula Business Park, , SenapatiBapat Marg, Lower Parel, Mumbai-400013 | 91-22-66848848 | nodal.officer@dcbbank.com | 10am to 5pm (Monday to Saturday, except for bank holidays and 2 nd & 4 th Saturday) |
| Compliance Officer | Neha Kabra | 6 th Floor, Tower A, Peninsula Business Park, , Senapati Bapat Marg, Lower Parel, Mumbai-400013 | 91-22-66187031 | neha.kabra@dcbbank.com | 10am to 5pm (Monday to Saturday, except for bank holidays and 2 nd & 4 th Saturday) |
| Managing Director & CEO | Murali M. Natrajan | 6 th Floor, Tower A, Peninsula Business Park, , Senapati Bapat Marg, Lower Parel, Mumbai-400013 | 91-22-66848451 | mdceo@dcbbank.com | 10am to 5pm (Monday to Saturday, except for bank holidays and 2 nd & 4 th Saturday) |

In the absence of a response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>

Please quote your complaint reference number while raising your complaint at SEBI SCORES/ Depository portal.