

**Stock Holding Services Limited**  
**(Formerly SHCIL Services Limited)**

Dear Investor,

In case of any grievance / complaint against the Stock Holding Services Limited for its Stock Broking and Depository Participant activity you may contact as per the escalation matrix mentioned below:-

**Customer Desk**

**Email ID for Customer Desk** : [customerdesk@stockholdingservices.com](mailto:customerdesk@stockholdingservices.com)  
**Contact Details** : 022-61778680

(Regarding queries related to Contract notes, Ledger statement, Client master report, Capital gain statement, Profit and Loss statement etc.)

**First Level of Escalation / Grievance**

**(Grievance department of the Stock Broker/ Depository Participant)**

**Email ID - Stock broking / allied** : [grievances@stockholdingservices.com](mailto:grievances@stockholdingservices.com)  
**Email ID - DP** : [dp.grievance@stockholdingservices.com](mailto:dp.grievance@stockholdingservices.com)

**Contact Person** : Mr. Gaurav Srivastava  
**Contact Details** : 022-61778661

**Second Level of escalation if not satisfied with grievance  
department response**

**Email ID** : [Rajneesh\\_singh@stockholding.com](mailto:Rajneesh_singh@stockholding.com)  
**Contact Person** : Mr. Rajneesh Singh (Compliance Officer)  
**Contact Details** : 022-61778605

If not satisfied with the response of Stock Holding Services Limited you may contact the concerned Stock Exchange / Depository at the following:

	<b>Web Address</b>	<b>Contact No</b>	<b>Email-id</b>
<b>BSE</b>	<a href="http://www.bseindia.com">www.bseindia.com</a>	022-22728517	<a href="mailto:lsc.mumbai@bseindia.com">lsc.mumbai@bseindia.com</a>
<b>NSE</b>	<a href="http://www.nseindia.com">www.nseindia.com</a>	022-26598191	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>
<b>MCX</b>	<a href="http://www.mcxindia.com">www.mcxindia.com</a>	022-67318888	<a href="mailto:grievance@mcxindia.com">grievance@mcxindia.com</a>
<b>CDSL</b>	<a href="http://www.cdslindia.com">www.cdslindia.com</a>	1800-200-5533	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>
<b>NSDL</b>	<a href="http://www.nsdl.co.in">www.nsdl.co.in</a>	1800-1020-990	<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>

You may also register your complaint on <https://scores.gov.in/>

**“Annexure A”**

**Escalation Matrix**

<b>Particulars</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No</b>	<b>Email id</b>
Customer Care	Rajiv Somaiya	StockHolding Services Ltd, Plot No. P-51, T.T.C. Industrial Area, MIDC, Mahape, Navi Mumbai - 400 710	022-61778622	<a href="mailto:customerdesk@stockholdingservices.com">customerdesk@stockholdingservices.com</a>
Head of Customer care	Vinay Singh	As above	022-61778606	<a href="mailto:vinay.singh@stockholding.com">vinay.singh@stockholding.com</a>
Compliance Officer	Rajneesh Singh	As above	022-61778605	<a href="mailto:rajneesh_singh@stockholding.com">rajneesh_singh@stockholding.com</a>
CEO	Sanjay Pote	As above	022-61778603	<a href="mailto:md_desk@stockholdingservices.com">md_desk@stockholdingservices.com</a>

- In absence of response /Complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html>
- OR Exchange at <https://bsecre.bseindia.com/ecomplaint/frminvestorHome.aspx>
- Please quote your Service Ticket/Complaint Ref No while raising your complaint at SEBI SCORES/Exchange portal.