

Julius Bär

Escalation Matrix

Details of	Contact person	Address	Contact No.	Email ID
Customer Care	Priyanka Patil	8 th Floor, Mafatlal Centre, Nariman Point, Mumbai 400021	+912261760418	priyanka.patil@juliusbaer.com
Head of Customer Care	Charles Nogueira	8 th Floor, Mafatlal Centre, Nariman Point, Mumbai 400021	+912261760112	charles.nogueira@juliusbaer.com
Compliance Officer	Deepika Seth	8 th Floor, Mafatlal Centre, Nariman Point, Mumbai 400021	+912261760140	deepika.seth@juliusbaer.com
CEO	Umang Papneja	8 th Floor, Mafatlal Centre, Nariman Point, Mumbai 400021	+912261760444	ceo.india@juliusbaer.com

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

1. SEBI at <https://scores.gov.in/scores/Welcome.html> or
2. NSE at <https://investorhelpline.nseindia.com/NICEPLUS/> and BSE at [CRS :: eComplaint Portal \(bseindia.com\)](https://www.bseindia.com/crs/eComplaintPortal) or
3. NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>

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