

Reliabilnivesh Securities Private Limited

CIN: U67120DL2021PTC378449

Registered Address: B-1 (BASEMENT), Plot No.5, Sagar Complex, LSC, New Rajdhani Enclave,
Delhi-110092

Annexure A Escalation Matrix

Details of	Contact Person	Address	Direct Contact No.	Email id	Operational/Working Hours
Customer care	Rahul Goyal	B-1 Basement, Sagar Complex, Plot no.5, LSC, New Rajdhani Enclave, Delhi-110092	011-43658670 (Extn.30)	reliable.nivesh@gmail.com	9:00 AM to 8:PM
Head of Customer Care	Rahul Goyal		011-43658670 (Extn.30)	reliable.nivesh@gmail.com	9:00 AM to 8:PM
Compliance Officer	Anuj Kumar Goyal		011-43658670 (Extn.31)	compliance.reliabilnivesh@gmail.com	9:00 AM to 8:PM
Chief Executive Officer (CEO)	Ram Kumar Goyal		011-43658670 (Extn.32)	reliable.nivesh@gmail.com	9:00 AM to 8:PM

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/frnInvestorHome.aspx>

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

General guidelines to ensure uniform display of escalation matrix:

- The escalation matrix should be prominently displayed on the “Contact us” page
- “Contact us” link should be placed on the index/homepage of the website.
- The email addresses and contact numbers of ‘Compliance officer’ and ‘CEO’ must be distinct, with a view to differentiate regular emails and escalations.
- In case the contact number is a toll free / centralised number handled through IVR, there should be different IVR options made available to reach ‘Customer care / Head of customer care’ and for escalations to ‘Compliance officer’ and ‘CEO’ (e.g. Press 1 for ‘Customer care’, Press 2 for ‘Compliance / CEO Desk’ etc.).
- In case the contact number is a general / centralised number manned by any Individual/Receptionist, there should be different extension numbers assigned to reach to the ‘Customer care / Head of customer care’ and ‘Compliance officer / CEO’ desks. Member must ensure that the desk is manned by during the working hour