

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 91-40-68157777	customercare@dcbbank.com	8am to 8pm (Monday to Sunday)
Nodal Officer	Preeti Dhar	18thFloor, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai-400013	91-22-69759178	nodal.officer@dcbbank.com	10am to 5pm (Monday to Saturday, except for bank holidays and 2 nd & 4 th Saturday)
Managing Director & CEO	Praveen Kutty	18 th Floor, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai-400013	91-22-69759002	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.