

## Escalation matrix

Details of	Contact Person	Address	Contact No.	Email id
Customer Care	Malay Oza	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91-2243255584  Working Hours Mon-Fri: 9AM to 5:30PM	<a href="mailto:malay.oza@axiscap.in">malay.oza@axiscap.in</a>
Compliance Officer	Abhijit Talekar (Institutional Equities and Research Division)	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91-2243255565  Working Hours Mon-Fri: 9AM to 5:30PM	<a href="mailto:compliance@axiscap.in">compliance@axiscap.in</a> / <a href="mailto:investor.grievance@axiscap.in">investor.grievance@axiscap.in</a>
CEO & MD	Atul Mehra	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91- 2243253121/22 Working Hours Mon-Fri: 9AM to 5:30PM	<a href="mailto:atul.mehra@axiscap.in">atul.mehra@axiscap.in</a>
Information Security	Krishnakumar Menon	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91-2243253140 Working Hours Mon-Fri: 9AM to 5:30PM	<a href="mailto:axiscapinfosec.incident@axiscap.in">axiscapinfosec.incident@axiscap.in</a>

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

at <https://scores.sebi.gov.in/> or Exchange

at <https://investorhelpline.nseindia.com/NICEPLUS/>. or <https://bsecrets.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

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

[Procedure to file complaint](#)

Click on the link to access the SMART Online Resolution of Dispute Portal <https://smartodr.in/login>

Click on the link to access the [SEBI ODR circular](#)

## Mandatory information for Stock Broker

i. Basic details of the SB such as registration number, registered address of Head Office and branches if any

<b>Stock Broker Name</b>	<b>Registration Number</b>	<b>Registered Address</b>	<b>Branch Address (if any)</b>	<b>Contact Number</b>	<b>Email id</b>
Axis Capital Ltd	INZ000189931	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	NA	(022) 43251199	compliance@axiscap.in

ii. Names and contact details of all Key Managerial Personnel including the Compliance Officer

<b>Names</b>	<b>Designations</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email id</b>
Atul Mehra	CEO & MD	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 4325 3121/22	<a href="mailto:atul.mehra@axiscap.in">atul.mehra@axiscap.in</a>

Neelkanth Mishra	Designated Director	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91224325544	<a href="mailto:neelkanth.mishra@axiscap.in">neelkanth.mishra@axiscap.in</a>
Mukesh Sharma	CFO	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243252108	<a href="mailto:mukesh.sharma@axiscap.in">mukesh.sharma@axiscap.in</a>
Vilma Mathias Gangahar	Company Secretary	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243252108	<a href="mailto:complianceibd@axiscap.in">complianceibd@axiscap.in</a>
Abhijit Talekar	Compliance Officer (Institutional Equities and Research Division)	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243255565	<a href="mailto:abhijit.talekar@axiscap.in">abhijit.talekar@axiscap.in</a>
Dhirendra Singh	Chief Technology Officer	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243255566	<a href="mailto:dhirendra.singh@axiscap.in">dhirendra.singh@axiscap.in</a>

## Research Analyst Escalation Matrix

<b>Details of designation</b>	<b>Contact Person Name</b>	<b>Address where the physical address location</b>	<b>Contact No</b>	<b>Email-ID</b>
Customer Care	Jeevan Britto	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43251110 Working hours Mon-Fri: 9:30 AM to 5:30 PM	<a href="mailto:investor.grievance@axiscap.in">investor.grievance@axiscap.in</a>
Head of Customer care	Jeevan Britto	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43251110 Working hours Mon-Fri: 9:30 AM to 5:30 PM	<a href="mailto:compliance@axiscap.in">compliance@axiscap.in</a> / <a href="mailto:investor.grievance@axiscap.in">investor.grievance@axiscap.in</a>
Compliance Officer	Abhijit Talekar (Institutional Equities and Research Division)	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43255565 Working hours Mon-Fri: 9:30 AM to 5:30 PM	<a href="mailto:abhijit.talekar@axiscap.in">abhijit.talekar@axiscap.in</a>
CEO	Atul Mehra	Axis Capital Ltd. Axis House, 1 <sup>st</sup> Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243253121/22 Working hours Mon-Fri: 9:30 AM to 5:30 PM	<a href="mailto:compliance@axiscap.in">compliance@axiscap.in</a> / <a href="mailto:investor.grievance@axiscap.in">investor.grievance@axiscap.in</a>
Principal Officer	Vilma Gangahar	Axis Capital Ltd. Axis House, 1st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43251199 Working hours Mon-Fri: 9:30 AM to 5:30 PM	<a href="mailto:compliance@axiscap.in">compliance@axiscap.in</a> / <a href="mailto:investor.grievance@axiscap.in">investor.grievance@axiscap.in</a>