

Escalation matrix

Details of	Contact Person	Address	Contact No.	Email id
Customer Care	Malay Oza	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91-2243255584 Working Hours Mon-Fri: 9AM to 5:30PM	malay.oza@axiscap.in
Compliance Officer	Vilma Mathias Gangahar	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91-2243252108 Working Hours Mon-Fri: 9AM to 5:30PM	compliance@axiscap.in / investor.grievance@axiscap.in
CEO & MD	Atul Mehra	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91- 2243253121/22 Working Hours Mon-Fri: 9AM to 5:30PM	atul.mehra@axiscap.in
Information Security	Krishnakumar Menon	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91-2243253140 Working Hours Mon-Fri: 9AM to 5:30PM	axiscapinfosec.incident@axiscap.in

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://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.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

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id
Axis Capital Ltd	INZ000189931	Axis Capital Ltd. Axis House, 1 st 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

Names	Designations	Address	Contact No.	Email id
Atul Mehra	CEO & MD	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 4325 3121/22	atul.mehra@axiscap.in

Neelkanth Mishra	Designated Director	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243255544	neelkanth.mishra@axiscap.in
Mukesh Sharma	CFO	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243252108	mukesh.sharma@axiscap.in
Vilma Mathias Gangahar	Company Secretary and Compliance Officer	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243252108	complianceibd@axiscap.in/ compliance@axiscap.in
Dhirendra Singh	Chief Technology Officer	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243255566	dhirendra.singh@axiscap.in

Research Analyst Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No	Email-ID
Customer Care	Jeevan Britto	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43251110 Working hours Mon-Fri: 9:30 AM to 5:30 PM	investor.grievance@axiscap.in
Head of Customer care	Jeevan Britto	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43251110 Working hours Mon-Fri: 9:30 AM to 5:30 PM	compliance@axiscap.in / investor.grievance@axiscap.in
Compliance Officer	Vilma Mathias Gangahar	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43252108 Working hours Mon-Fri: 9:30 AM to 5:30 PM	vilma.gangahar@axiscap.in
CEO	Atul Mehra	Axis Capital Ltd. Axis House, 1 st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+912243253121/22 Working hours Mon-Fri: 9:30 AM to 5:30 PM	compliance@axiscap.in / investor.grievance@axiscap.in
Principal Officer	Neelkanth Mishra	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	compliance@axiscap.in / investor.grievance@axiscap.in