Investor Grievance Escalation Matrix

| Details | Contact | <u>Address</u> | Contact | <u>Email ID</u> | <u>Working hours</u> |
|-----------------------------|---------------------|--|------------------|-----------------------------------|-------------------------------------|
| | Person | | <u>Number</u> | | |
| Customer care | Mr. Pravin | A-301 Hetal Arch Opp. Natraj Market S.V. Road Malad West, Mumbai | 022- 68948533 | account@comfortsecurities.co.in | 10AM to 6PM (Monday to Saturday) |
| | | Maharashtra – 400064 | | | |
| Head of customer care | Mr. Gopal | A-301 Hetal Arch Opp. Natraj Market S.V. Road Malad West, Mumbai Maharashtra — 400064 | 022- 68948581 | <u>dp@comfortsecurities.co.in</u> | 10AM to 6PM (Monday to Saturday) |
| Compliance officer | Mr. Navin Thakur | A-301 Hetal Arch Opp. Natraj Market S.V. Road Malad West, Mumbai | 022- 68948541 | compliance@comfortcommotrade.com | 10AM to 6PM (Monday to Saturday) |

| | | Maharashtra — 400064 | | | |
|-------------------|----------------------|--|------------------|-------------------------|-------------------------------------|
| CEO (Director) | Mr. Ankur Agarwal | A-301 Hetal Arch Opp. Natraj Market S.V. Road Malad West, Mumbai Maharashtra – 400064 | 022- 68948522 | ankur@comfortintech.com | 10AM to 6PM (Monday to Saturday) |

"In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <u>https://scores.gov.in/scores/Welcome.html</u> or Exchange at <u>https://www.mcxindia.com/Investor-Services</u>.

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