

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email ID
Customer Care - KYC Related Queries	Ms. Triparna Chatterjee	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2665 / 2600	helpdesk@smifs.com
Customer Care – Transaction Related Queries	Mr. Manish Ojha	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2625 / 2600	helpdesk@smifs.com
Customer Care – Risk Management & Surveillance Queries	Mr. Vivekananda Chakraborty	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4011 5462	rms@smifs.com
Customer Care – Demat KYC Related Queries	Ms. Susmita Das	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2685 / 2600	helpdesk@smifs.com
Customer Care – Demat Transactions Related Queries	Ms. Suchandra Dutta	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2655 / 2600	helpdesk@smifs.com
Customer Care – POA Related Queries	Ms. Divya Yadav	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2645 / 2600	helpdesk@smifs.com
Customer Care – IPO/ Buy-Back/ Tender Offer Related Queries	Mr. Manish Ojha	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2625 / 2600	helpdesk@smifs.com
Customer Care – IT Systems Related Queries	Mr. Bidyut Manna – Day Shift Mr. Lallit Kumar Das – Evening Shift	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4057 2666	systems@smifs.com
Head of Customer Care	Mr. Maloy Chakraborty Assisted by Mr. Karan Mishra	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4011 5461	smifs.compliance@smifs.com
Compliance Officer	Mr. Sudipto Datta	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 4011 5404	investors@smifs.com
Managing Director	Mr. Ashiwini Kumar Tripathi	Vaibhav, 5 th Floor, 4, Lee Road, Kolkata – 700020	033- 6634 5401	investors@smifs.com

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