GRIEVANCE REDRESSAL FOR DEPOSITORY PARTICIPANT

For grievances/complaints against the Depository Participant, you may choose any of the following channels to register your compliant:

- **Branch:** You may meet the Branch Manager / Service Manager / Branch Operations Manager of any Branch and register your complaint
- **Customer Contact Centre:** You may call our 24 hour contact center at 1860 266 2666 (local call rates apply) to register your Experience.
- **Email:** You may send us an email through the option of "Email us" under Customer Service section on our website and register your complaint.
- **Letter:** You may write a letter to us at Kotak Mahindra Bank Ltd. P.O. Box: 16344, Mumbai - 400013
- **Website:** You may visit our Bank website, go to the 'Contact Us' section and register your complaint online
- **Net Banking:** In case you are registered for Net Banking services, you may log in to your net banking, go to the "Inbox" tab under Profile option and register your complaint.

- In case you do not receive any response from any of the channels that you have raised the issue to within 10 working days or if the response received from them is not satisfactory, you may escalate your grievance to the **Compliance Officer/Nodal Officer of Kotak Mahindra Bank.** The contact details are as follows:

	Compliance Officer: **Mr. Pankaj Mishra** (Vice President)	Nodal Officer: **Ms. M. Raju** (Senior Vice President)
Address	: Kotak Mahindra Bank 27 BKC, 6th Floor, Plot No. C -27, 'G' Block, Bandra Kurla Complex East, Mumbai – 400051	Kotak Mahindra Bank Kotak Infiniti, 4th Floor, Zone 4, Bldg No.21, Infinity Park, Off. Western Express Highway, General AK Vaidya Marg, Malad (E), Mumbai – 400097
Telephone No.	: +91 22 61661675 (Mon to Fri - 10.00 am to 6.00 pm)	
E-mail	: nodalofficer@kotak.com	nodalofficer@kotak.com

- In case you do not receive any response from the Bank officials within 10 working days or if the response received is not satisfactory, you may escalate your grievance to the **Jt. Managing Director** for Depository Participant. The contact details are as follows:

Name	:	Mr. Dipak Gupta
Address	:	Kotak Mahindra Bank 27BKC, 9th Floor, Plot No. C 27, 'G' Block, Bandra Kurla Complex, Bandra East, Mumbai 400051
Telephone No	:	+91 22 61660950
Email ID	:	Jmd.Dg@kotak.com

- In case the complaint is not resolved at the Depository Participant level within a month of lodging of complaint or in case you are not satisfied with the response received, you may contact the concerned Depository at the following:

	Web Address	Contact No	Email-id
NSDL	www.nsdl.co.in	1800 222 990 (Monday to Friday)	relations@nsdl.co.in
CDSL	www.cdslindia.com	1800 225 533 (Monday to Friday)	complaints@cdslindia.com

You can also lodge your grievances with SEBI at http://scores.gov.in .

For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 /1800 266 7575.

Kotak Mahindra Bank Ltd. CIN: L65110MH1985PLC038137
Registered Office: 27 BKC, C 27, G Block, Bandra Kurla Complex, Bandra (E), Mumbai - 400051. www.kotak.com