

**THE COSMOS CO-OP. BANK LTD.
DEPOSITORY SERVICE CELL**

Information regarding Grievance Redressal Mechanism

Dear Customer,

In case of any grievance/ complaint against the Depository Participant:

- Please contact Compliance Officer of The Cosmos Co-op Bank Ltd. at dematcell@cosmosbank.in and phone No. – 91-02067086111/121.
- You may also approach Managing Director at Customercare@cosmosbank.in and phone No. – 91-02067086708.
- If not satisfied with the response of the The Cosmos Co-op Bank Ltd., you may contact the concerned Depository at the following –

	Web Address	Contact No.	Email-id
CDSL	www.cdslindia.com	(022) 22723333	complaints@cdslindia.com https://www.cdslindia.com/Footer/grievances.aspx
NSDL	www.nsdl.co.in	(022) 24994200	relation@nsdl.com https://www.epass.nsdl.com/complaints/websitecomplaints.aspx

- You can also lodge your grievances with SEBI at <https://scores.gov.in> or <https://scores.gov.in/scores/Welcome.html/> or <https://smartodr.in>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 18002667575

Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email ID
Client Servicing/ Customer Care	Mrs. Sonali Thakur	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086708	customercare@cosmosbank.in
Head of client servicing/ Customer care	Mr. Surendra Bramhankar	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086708	pno@cosmosbank.in
Compliance Officer	Mr. Shailendra Vaidya	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086112	Shailendra.vaidya@cosmosbank.in
CEO/ MD	Mrs. Arti Dhole	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086708	dematcell@cosmosbank.in

Working hours : Monday to Friday and 1st and 3rd Saturday -10.00 A M to 6.00 P.M.

Weekly off on every Sunday and 2nd and 4th Saturday

Sd/-
General Manager
Accounts, HR, Insurance, Demat Cell

