

**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](mailto:dematcell@cosmosbank.in) and phone No. – 91-02067086111/121.
- You may also approach Managing Director at [Customercare@cosmosbank.in](mailto: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	<a href="http://www.cdslindia.com">www.cdslindia.com</a>	(022) 22723333	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a> <a href="https://www.cdslindia.com/Footer/grievances.aspx">https://www.cdslindia.com/Footer/grievances.aspx</a>
NSDL	<a href="http://www.nsdl.co.in">www.nsdl.co.in</a>	(022) 24994200	<a href="mailto:relation@nsdl.com">relation@nsdl.com</a> <a href="https://www.epass.nsdl.com/complaints/websitecomplaints.aspx">https://www.epass.nsdl.com/complaints/websitecomplaints.aspx</a>

- 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 <sup>st</sup> Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086708	<a href="mailto:customercare@cosmosbank.in">customercare@cosmosbank.in</a>
Head of client servicing/ Customer care	Mr. Surendra Brahamhankar	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 <sup>st</sup> Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086708	<a href="mailto:customercare@cosmosbank.in">customercare@cosmosbank.in</a>
Compliance Officer	Mr. Shailendra Vaidya	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 <sup>st</sup> Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086112	<a href="mailto:dematcell@cosmosbank.in">dematcell@cosmosbank.in</a>
CEO/ JT. MD	Mrs. Arti Dhole	The Cosmos Coop Bank Ltd. Depository Service Cell, Cosmos Tower, 1 <sup>st</sup> Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020- 67086708	<a href="mailto:customercare@cosmosbank.in">customercare@cosmosbank.in</a>

Sd/-  
General Manager  
Accounts, HR, Insurance, Demat & Mutual Fund