

## ESCALATION MATRIX

Sr. No.	Department	Responsibility		Escalation 1
		Primary	Secondary	
1	IT - Support & Co-ordination	Sanika Patil	Ashwini Jadhav	After 6 hours to be escalated to
		<a href="mailto:sanika.patil@trdez.com">sanika.patil@trdez.com</a>	<a href="mailto:ashwini.jadhav@trdez.com">ashwini.jadhav@trdez.com</a>	MD - Sachin Khadtare (sachin.khadtare@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
2	Tech - Support & Development	Ajay Shelke	Ashwini Jadhav	After 6 hours to be escalated to
		<a href="mailto:ajay.shelke@trdez.com">ajay.shelke@trdez.com</a>	<a href="mailto:ashwini.jadhav@trdez.com">ashwini.jadhav@trdez.com</a>	MD - Sachin Khadtare (sachin.khadtare@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
3	KYC - Operations	Mahesh Pawar	Shubham Sable	After 6 hours to be escalated to
		<a href="mailto:mahesh.pawar@trdez.com">mahesh.pawar@trdez.com</a>	<a href="mailto:shubham.sable@trdez.com">shubham.sable@trdez.com</a>	Director - Chetan Dhar (chetan.dhar@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
4	Settlement of Funds	Mohit Mudliar	Shubham Sable	After 6 hours to be escalated to
		<a href="mailto:mohit.mudliar@trdez.com">mohit.mudliar@trdez.com</a>	<a href="mailto:shubham.sable@trdez.com">shubham.sable@trdez.com</a>	Director - Chetan Dhar (chetan.dhar@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
5	Settlement of Securities	Shubham Sable	Mohit Mudliar	After 6 hours to be escalated to
		<a href="mailto:shubham.sable@trdez.com">shubham.sable@trdez.com</a>	<a href="mailto:mohit.mudliar@trdez.com">mohit.mudliar@trdez.com</a>	Director - Chetan Dhar (chetan.dhar@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
6	DP - Operations	Tanisha Ghag	Vanshika Ghag	After 6 hours to be escalated to
		<a href="mailto:tanisha.ghag@trdez.com">tanisha.ghag@trdez.com</a>	<a href="mailto:vanshika.ghag@trdez.com">vanshika.ghag@trdez.com</a>	Director - Chetan Dhar (chetan.dhar@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
7	Accounts	Aarti Dudhani	Prachi Shembekar	After 6 hours to be escalated to
		<a href="mailto:aarti.dudhani@trdez.com">aarti.dudhani@trdez.com</a>	<a href="mailto:prachi.shembekar@trdez.com">prachi.shembekar@trdez.com</a>	MD - Sachin Khadtare (sachin.khadtare@trdez.com)

<b>8</b>	<b>HR and Admin</b>	Prachi Shembekar	After 6 hours to be escalated to	After 6 hours to be escalated to
		<a href="mailto:prachi.shembekar@trdez.com">prachi.shembekar@trdez.com</a>	MD - Sachin Khadtare (sachin.khadtare@trdez.com)	MD - Sachin Khadtare (sachin.khadtare@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
<b>9</b>	<b>Risk and Operations</b>	Shubham Sable	Mohit Mudliar	After 6 hours to be escalated to
		<a href="mailto:shubham.sable@trdez.com">shubham.sable@trdez.com</a>	<a href="mailto:mohit.mudliar@trdez.com">mohit.mudliar@trdez.com</a>	Director - Chetan Dhar (chetan.dhar@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
<b>10</b>	<b>Compliance</b>	Vanshika Ghag	Dinesh Bhagat	After 6 hours to be escalated to
		<a href="mailto:vanshika.ghag@trdez.com">vanshika.ghag@trdez.com</a>	<a href="mailto:dinesh.bhagat@trdez.com">dinesh.bhagat@trdez.com</a>	Director - Chetan Dhar (chetan.dhar@trdez.com)
		Tel - 020-46706281	Tel - 020-46706281	Tel - 020-46706281
<b>11</b>	<b>Helpdesk</b>	<a href="mailto:support@trdez.com">support@trdez.com</a>	-	After 6 hours to be escalated to
		Tel - 020-46706281	-	MD - Sachin Khadtare (sachin.khadtare@trdez.com)
				Tel - 020-46706281