



### Escalation Matrix only for Demat Account related grievances

Details of	Contact Person	Address	Contact No.	Email Id	Working Hrs
<b>Customer care / Client Servicing</b>	Mr. Mehernosh Dhamodiwala	HDFC Bank Ltd. Empire Plaza - I, 1st Floor, LBS Marg , Chandan Nagar, Vikhroli (West), Mumbai - 400083	For RI: 1800 1600 / 1800 2600  For NRI - 91-022- 61606160	<a href="mailto:dphelp@hdfcbank.com">dphelp@hdfcbank.com</a>	Services are available between 8:30 a.m to 5:30 p.m from Monday to Saturday. (This facility is not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
<b>Head of Customer care / Client Servicing</b>	Mr. R. Jayakrishna Menon	Grievance Redressal Cell, HDFC Bank Limited, 1st Floor, Empire Plaza - 1, Lal Bahadur Shastri Marg, Chandan Nagar, Vikhroli West, Mumbai - 400083	1800 266 4060	<a href="mailto:grievance.redressal@hdfcbank.com">grievance.redressal@hdfcbank.com</a>	Services are available between 8:30 a.m to 5:30 p.m from Monday to Saturday. (This facility is not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
<b>Compliance Officer</b>	Mr. Paresh Soni	HDFC Bank Ltd. Trade World "A" Wing, 2nd Floor, Kamala Mills, Senapati Bapat Marg, Lower Parel, Mumbai – 400013	91-022-33839212	<a href="mailto:paresh.soni@hdfcbank.com">paresh.soni@hdfcbank.com</a>	9:30 a.m to 5:30 p.m from Monday to Saturday. (Not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
<b>CEO</b>	Mr. Shashidhar Jagdishan	HDFC Bank House, Dr Annie Besant Rd, Worli, Mumbai - 400018	91-022-66521002	<a href="mailto:managingdirector@hdfcbank.com">managingdirector@hdfcbank.com</a>	9:30 a.m to 5:30 p.m from Monday to Saturday. (Not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> / CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at Depository/ SEBI SCORES portal.