

**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 to 120.
- You may also approach Managing Director at Customercare@cosmosbank.in and phone No. – 91-020-67086708.
- 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	relations@nsdl.co.in https://www.epass.nsdl.com/complaints/websitecomplaints.aspx

- You can also lodge your grievances with SEBI at <http://scores.gov.in> or <https://scores.gov.in/scores/Welcome.html>. 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 1800227575/ 18002667575

Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email ID
Client Servicing/ Customer Care	Mrs. Neha Dhurpate	The Cosmos Co-op 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	Mrs. Neha Dhurpate	The Cosmos Co-op Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020-67086708	customercare@cosmosbank.in
Compliance Officer	Mrs. Anuja Joshi	The Cosmos Co-op Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020-67086112	dematcell@cosmosbank.in
CEO/ MD	Mrs. Apekshita Thipsay	The Cosmos Co-op Bank Ltd. Depository Service Cell, Cosmos Tower, 1 st Floor, Plot No. 6, ICS Colony, Ganeshkhind, Pune 411007	020-67086708	customercare@cosmosbank.in

Sd/-
Dy. General Manager
Demat & Accounts