



Annexure A
Escalation Matrix

Details of	Contact Person	Address	Contact No	Email Id	Working Hours
Customer care	Aamreen Sayyed	Deutsche Bank AG, 2 nd Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 3777	customer.care@db.com	Mon – Fri: 9:30 AM – 6:30 PM
Head of Customer care	Nalanda Kadam	Deutsche Bank AG, 2 nd Floor, Nirlon Knowledge Park, B-1, Goregaon - East, 400063.	+91 (22) 7180 6425	pno.india@db.com	Mon – Fri: 9:30 AM – 6:30 PM
Compliance officer	Bimal-K Shah	Deutsche Bank AG, 14th Floor, The Capital, C70 GBlock . Bandra	+91 (22) 7180 4928	india.compliance@db.com	Mon – Fri: 9:30 AM – 6:30 PM
CEO	Kaushik Shaparia	Deutsche Bank AG, 14 th Floor, The Capital, C70 GBlock . Bandra Kurla Complex, 400098.	+91 (22) 2201 2340	head.services@db.com	Mon – Fri: 9:30 AM – 6:30 PM

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