



Escalation Matrix

Detail of	Contact Person	Address	Contact NO.	Email ID
Customer Care Level 1	Mr. Sandeep Patil	Torus Financial Markets Private Limited 2nd floor, ICC Chambers-II, Saki Vihar Road, Near MTNL office, Powai, Mumbai - 400072	75587 75587 8:30 am to 6:30 pm (Mon – Fri) & 8:30 am to 2:00 pm (Sat)	customercare@torusdigital.com
Head of Customer Care Level 2	Ms. Padmavathi Patil	Torus Financial Markets Private Limited 2nd floor, ICC Chambers-II, Saki Vihar Road, Near MTNL office, Powai, Mumbai - 400072	8433601054 9:30 am to 6:00 pm (Mon – Fri)	escalation@torusdigital.com
Compliance Officer Level 3	Ms. Bansi Sanghvi	Torus Financial Markets Private Limited 2nd floor, ICC Chambers-II, Saki Vihar Road, Near MTNL office, Powai, Mumbai - 400072	022-68959000 9:30 am to 6:30 pm (Mon – Fri)	bansi.sanghvi@torusgroup.in
Chief Executive Officer (CEO) Level 4	Mr. Prakarsh Gagdani	Torus Financial Markets Private Limited 2nd floor, ICC Chambers-II, Saki Vihar Road, Near MTNL office, Powai, Mumbai - 400072	8433594294 9:30 am to 6:00 pm (Mon – Fri)	ceo@torusdigital.com

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with

SEBI, NSE, BSE & CDSL on below mentioned link:

Regulators	Link to Lodge a Complaint
SEBI	https://www.scores.gov.in/scores/Welcome.html
NSE	https://investorhelpline.nseindia.com/NICEPLUS/
BSE	https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx
CDSL	https://www.cdslindia.com/Footer/grievances.aspx

Note: - Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.

Torus Financial Markets Private Limited

Regd. Office and Correspondence Address - 2nd floor, ICC
Chambers-II, Saki Vihar Road, Near MTNL office, Powai,
Mumbai - 400072 | CIN: U65990MH2021PTC356714

Your Financial wellness partner

SEBI Stock Broker-INZ000299936 | BSE: Member code 6761 | NSE: Member code 90245
Depository Participant: CDSL – IN-DP-664-2022 | Research Analyst: INH000008695
Mutual Fund: AMFI ARN No.241161

corporate@torusgroup.in | **022 6895 9000**