

## IMPORTANT INFORMATION FOR CLIENTS - RESEARCH

### Grievance Redressal / Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Charul Agrawal	One BKC, A Wing, Bandra Kurla Complex 18th Floor Mumbai Maharashtra, 400051	(+91-22) 6632 8000	<a href="mailto:dg.rsch_apac_in_cuscare@bofa.com">dg.rsch_apac_in_cuscare@bofa.com</a>	9am – 6pm IST
Head of Customer Care	Charul Agrawal	One BKC, A Wing, Bandra Kurla Complex 18th Floor Mumbai Maharashtra, 400051	(+91-22) 6632 8000	<a href="mailto:dg.rsch_apac_in_cuscare@bofa.com">dg.rsch_apac_in_cuscare@bofa.com</a>	9am – 6pm IST
Compliance Officer	Shervin Purohit	One BKC, A Wing, Bandra Kurla Complex 17th Floor Mumbai Maharashtra, 400051	(+91-22) 6632 8853	<a href="mailto:Shervin.purohit@bofa.com">Shervin.purohit@bofa.com</a>	9am – 6pm IST
CEO	N/A	N/A	N/A	N/A	N/A
Principal Officer	Amish Shah	One BKC, A Wing, Bandra Kurla Complex 18th Floor Mumbai Maharashtra, 400051	(+91-22) 6632 8000	<a href="mailto:Shah.amish@bofa.com">Shah.amish@bofa.com</a>	9am – 6pm IST