

**Demat Escalation Matrix:**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email ID</b>	<b>Working Hours</b>
<b>Customer care</b>	Mr. R. Roy	IDFC FIRST Bank Ltd. 3rd Floor, MINDSPACE , JUINAGAR, NAVI MUMBAI – 400706	1800 10 888	<a href="mailto:demat_support@idfcfirstbank.com">demat_support@idfcfirstbank.com</a>	24*7
<b>Head of Customer care</b>	Mr. V. Raj	IDFC FIRST Bank Ltd. 3rd Floor, MINDSPACE, JUINAGAR, NAVI MUMBAI – 400706	1800 209 9771	<a href="mailto:PNO@idfcfirstbank.com">PNO@idfcfirstbank.com</a>	
<b>Compliance Officer</b>	Ms. Prajakta Agashe	IDFC FIRST Bank Ltd. VIBGYOR TOWERS, C-61, G BLOCK, BANDRA KURLA COMPLEX, MUMBAI – 400051	022-71325578	<a href="mailto:Compliance_demat@idfcfirstbank.com">Compliance_demat@idfcfirstbank.com</a>	9:30 am to 6.00 pm all working days except 2nd and 4th Saturday and Bank Holidays
<b>MD and CEO</b>	Mr. V. Vaidyanathan	IDFC FIRST Bank Ltd. THE SQUARE, C-61, G BLOCK, BANDRA KURLA COMPLEX, MUMBAI - 400051	-	<a href="mailto:prioritydesk@idfcbank.com">prioritydesk@idfcbank.com</a>	

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