

### Complaint Escalation Matrix

Positions	Contact Person	Address	Contact No	Mail ID
Client Servicing	Malavika Upadhyay	Secretarial Department, Manappuram Finance LTD, AO Valapad- 680 567	0487-3050687	<a href="mailto:ncdservice1@manappuram.com">ncdservice1@manappuram.com</a>
Head Client Servicing	Manu M	Secretarial Department, Manappuram Finance LTD, AO Valapad- 680 567	0487-3050265	<a href="mailto:dp@manappuram.com">dp@manappuram.com</a>
Compliance Officer	Aparna Menon	Company Secretary, Secretarial Department, Manappuram Finance LTD, AO Valapad- 680 567	0487-3050408	<a href="mailto:cs@manappuram.com">cs@manappuram.com</a>
Executive Assistant-CEO	Sanjay P R	Manappuram Finance LTD, AO Valapad- 680 567	8891749889	<a href="mailto:ea.ceooffice@manappuram.com">ea.ceooffice@manappuram.com</a>