Morning Insight

SEPTEMBER 27, 2023

Hangseng

Shanghai



			% Chg		
	26-Sep	1 Day	1 Mth	3 Mths	
Indian Indices					
SENSEX Index	65,945	(0.1)	1.6	4.0	
NIFTY Index	19,665	(0.1)	2.1	4.5	
NSEBANK Index	44,624	(0.3)	0.9	1.1	
NIFTY 500 Index	17,277	0.0	2.7	6.9	
CNXMcap Index	40,339	(0.2)	4.9	14.3	
BSESMCAP Index	37,225	0.3	3.2	14.8	
World Indices					
Dow Jones	33,619	(1.1)	(2.1)	(0.9)	
Nasdaq	13,064	(1.6)	(3.9)	(3.6)	
FTSE	7,626	0.0	3.9	2.2	
NIKKEI	32,315	(1.1)	1.5	(1.3)	

17.467

3.102

(1.5)

(0.4)

(2.4)

1.3

(1.3)

(1.1)

1.1

2.9

1.283

1,426

(8.5)

(2.7)

Onlangnar	0,102	(0.1)	1.0	(2.1)
Value traded (Rs cr)		26-Sep		% Chg Day
Cash BSE		4,309		7.8
Cash NSE	(52,262		(7.2)
Derivatives	34,90	08,816		14.7
Net inflows (US\$ mn)		25-Ѕер	MTD	YTD
FII		(1,387)	45,092	3,282
Mutual Fund		1,419	44,951	(3,235)
Nifty Gainers & Losers		Price	Chg	Vol
26-Sep		(Rs)	(%)	(mn)
Gainers				
Eicher Motor		3,475	2.6	2.2
Hero MotoCorp		3,038	2.1	0.4
Nestle Ind	2	22,980	1.5	0.1
Losers				
Cipla		1,163	(1.4)	1.1

Advances / Declines (BSE)					
26-Sep	A	В	T	Total	% total
Advances	347	498	132	977	100
Declines	358	492	157	1,007	103
Unchanged	8	10	12	30	3

Commodity	% Chg				
	26-Sep	1 Day	1 Mth	3 Mths	
Crude (US\$/BBL)	94.6	0.6	11.9	30.9	
Gold (US\$/OZ)	1,901	(8.0)	(0.7)	(0.6)	
Silver (US\$/OZ)	23	(1.3)	(5.9)	(0.2)	
Debt / Forex Market*	26-Sep	1 Day	1 Mth	3 Mths	
10 yr G-Sec yield %	7.1	7.2	7.2	7.1	
Re/US\$	83.2	83.1	82.6	82.0	

*Change, basis points

Tech Mahindra

Indusind Bank



Source: NSE

News Highlights

- Indian iron ore exports have surged this year as steel mills, mainly in the biggest buyer China, switched to lower-grade, cheaper feed in the face of dwindling profits. (MC)
- India's tax department has demanded around \$15 crore from Tiger Global-backed gaming company Dream11 for underpaying taxes during 2017-2019, which the company disputes. (MC)
- Air India and Singapore Airlines have agreed to maintain minimum capacity on various domestic and international routes as part of commitments made to the Competition Commission of India (CCI) to address potential competition concerns arising from the Vistara merger. (ET)
- Vodafone Idea has launched a 5-day offer called 'Recharge and Fly' targeting its pre-paid user base from October 26-30 in association with online travel portal EaseMyTrip. (ET)
- Cipla has introduced drone-powered deliveries of critical medicines for hospitals and pharmacies in Himachal Pradesh in partnership with Sky Air Mobility. (ET)
- Infosys announced that it will collaborate with Microsoft to develop solutions that use the Indian company's artificial intelligence (AI)-first offering Topaz, and the American tech giant's Azure OpenAI Service and Azure Cognitive Services. (MC)
- EaseMyTrip will tie up with DuDigital Global, specializing in tasks related to visa, passport and identity management services, to elevate visa and passport experience. (MC)
- After Qatar Investment Authority, Abu Dhabi Investment Authority may buy an additional stake in Reliance Retail Ventures. It is seeking to invest \$60 crore at valuations much higher than those during an earlier round three years ago. (MC)
- Blue Star, the air conditioners manufacturing company, as a part of the objects of its QIP issue, has acquired 4.9 crore equity shares of subsidiary Blue Star Climatech for Rs 49 crore via subscribing to its rights issue. This investment will help the subsidiary repay certain outstanding borrowings and finance its expansion plans. (MC)
- 3i Infotech has received a contract from Ujjivan Small Finance Bank, for end-user support service (workplace services). The total contract value is Rs 39.55 crore plus one-time transition charges of Rs 35 lakh. (MC)
- Shyam Metalics and Energy, the Kolkata-headquartered integrated metal producer has made an entry into the energy storage sector to make battery-grade aluminum foil for Lithium-ion cell manufacturing. The battery-grade aluminum foil is a critical component in Lithium-ion cells. (MC)
- ▶ The GST Authority has conducted a search and seizure under the Central Goods and Services Tax Act, 2017 (CGST Act) at the manufacturing unit of **Prataap Snacks** in Bengaluru. (MC)
- To bolster the country's economy and infrastructure, **Punjab National Bank** has entered into a Memorandum of Understanding (MoU) with **REC**. They will work closely to identify and facilitate lending opportunities in sectors of paramount importance. (MC)
- New Delhi Television (NDTV) has received permission from Ministry of Information & Broadcasting (MIB) to uplink and downlink three news and current affairs channels in High Definition namely NDTV 24x7 HD, NDTV India HD and NDTV Profit HD. (MC)

What's inside

▶ Management Meet Update: Fineotex Chemical Ltd (FCL)

Source: ET = Economic Times, BS = Business Standard, FE = Financial Express, IE = Indian Express, BL = Business Line, BQ = BloombergQuint, Tol: Times of India, BSE = Bombay Stock Exchange, MC = Moneycontrol, MINT = Mint



NOT RATED

Management Meet Update

FINEOTEX CHEMICAL LTD (FCL)

Otook Details		
Market cap (Rs cr)	:	3,503
52-wk Hi/Lo (Rs)	:	403.3/208.5
Face Value (Rs)	:	2
3M Avg. daily vol (Nos)	:	464,037
Charas a/a (ar)		11.1

Source: Moneycontrol, BSE

Financial Summary

Stock Details

Y/E Mar (Rs cr)	FY21	FY22	FY23
Revenue	219	368	517
Growth (%)	11.3	68.5	40.4
EBITDA	41	71	113
EBITDA margin (%)	18.6	19.3	21.8
Net profit	45	57	82
EPS	3.9	5.0	8.0
EPS Growth (%)	229.1	29.4	60.0
BV (Rs/share)	18.9	23.7	31.5
ROE (%)	23.5	24.1	29.3
ROCE (%)	29.3	31.0	37.2
P/E (x)	17.1	36.2	29.2
EV/EBITDA (x)	12.0	25.5	21.1
P/BV (x)	3.5	7.6	7.4

Source: Company, Kotak Securities - PCG

We recently visited the Fineotex Chemicals plant at Ambernath, on the outskirts of Mumbai. FCL is mainly engaged in the business of manufacturing textiles chemicals, cleaning and hygiene and oil and gas. The company has 3 manufacturing facilities at present in Malegaon (Maharashtra), Selangor (Malaysia) and Ambernath (Maharashtra). With production commenced in Nov 2021, FCL's Ambernath facility's capacity expanded by an additional 21,000 MTPA, taking the total capacity to 61,000 MTPA. Overall capacity of all plants together now stands at 1,04,000 MTPA. The Ambernath plant has fungible product lines and has the capabilities to manufacture products for both textile chemical and cleaning and hygiene

Ambernath's state-of-the art facility has enhanced their production capabilities. The strategic location of Ambernath provides logistical advantages. With the operationalization of this facility, FCL manufactures a wide range of products, including disinfectant/antimicrobial hygiene and cleaning products. In the existing facility, it can add ~20% additional capacity, as per the management and the optimum plant utilisation can be up to 75% due to different production cycle for various products. With continued focused on textiles and rapid growth in other fast growing sectors, FCL's ROCE and ROE is strong at 35.3% and 28.4%, respectively as of Q1FY24. Besides, cash flows from operations to EBITDA ratio stood strong at 79%, reflecting efficient cash management in relation to the earnings. We do not have any rating on the stock.

Key Highlights

PRICE Rs.317

segment.

■ Expanding and diversifying FCL's portfolio: FCL has in-house R&D facilities to develop customised specialty chemical solutions, catering to applications across the value chain. Its Malaysian subsidiary - Biotex caters to high-end specialty textile applications. In recent years, the company has also been diversifying into other segments like home care and hygiene and drilling chemicals. The company also formed JVs with Eurodye-CTC and HealthGuard, which will aid its diversification and growth efforts.

FCL manufactures specialty textile chemicals for the entire value chain for the textile industry, including pre-treatment, dyeing, printing and finishing processes. In FMCG space, it provides customized solutions for housekeeping, kitchen care, disinfectants, etc., and drilling specialty chemicals in the oil & gas space. FCL offers a wide range of over 470 diverse products across many categories. Their recent partnerships with HealthGuard Australia and EuroDye CTC Belgium have enriched the product offerings.

■ Established player in specialty textile chemicals with reputed clientele: The textile industry is the largest consumer of Fineotex's specialty chemicals. They have established strong relationships with major textile brands like Himatsingka, Raymond, Welspun India, etc. Their products are widely accepted in both domestic and international textile markets, both for manufacturing and processing. FCL's exports portfolio covers more than 60 nations. They basically provide tailored solutions across the textile value chain with a focus on realisations. As per the management, the industry

Rini Mehta Rini.mehta@kotak.com +91 22 6218 6433



dynamics are attractive, with technical barriers to entry and a high level of development and product customization. The company has established strategic partnerships with EuroDye, HealthGuard, and Sasmira to further enhance its offerings and market presence. These partnerships enable FCL to leverage cutting-edge technologies, research expertise, and industry insights.

FCL is present in all kinds of textiles range like cotton, polyester, etc in India. FCL is majorly into finishing side of the value chain which includes colour, texture, etc of the clothing. Biotex Malaysia plays a pivotal role in spearheading R&D solutions, application research and product development in this segment.

- □ High entry barriers business: Technical textiles chemicals is a high entry barrier segment. As per the management, customers in this segment are sticky as they rarely change the raw material supplier which is sensitive to the product quality. With the team of 34 professionals providing technical solutions to customers, gives FCL an edge and helps retain the market share. The company aims to increase its wallet share and reducing the customer acquisition cost by expanding in the same value chain.
- Increasing focus on the FMCG: FCL utilised its strength in the textile chemical industry to enter the cleaning and hygiene industry. The company has diversified into products such as floor cleaners, hand-washes, sanitizers, dishwashers, and toilet bowl cleaners. Numerous chemical compounds that are utilised in the textile specialty segment have potential applications in the cleaning and hygiene segment as well. This expansion allows FCL to diversify its business and revenue streams while leveraging its core competencies. Its clients include Patanjali, Ghadi, HUL, Fena, etc. While there are some competitors like Dow and BASF, these companies do not provide customisation like FCL which gives them an advantage.

As per the management, detergents market is worth US\$50 billion, of which hardly anything is sustainable, With FCL's increasing focus towards sustainability, the scope for the growth will be huge for the company. While gross margins from FMCG segment would be lower compared to the textiles segment, the volumes would be larger.

□ Fungible product lines and lower capex: The capacities of FCL are fungible across segments and products and operates under batch process. Besides, it is moving towards a balanced end user profile from the past textile concentrated end user segment. FMCG sector contributed 60% volume and 42% revenue in Q1FY24. So, broadly speaking, FMCG sector is growing quite rapidly for FCL. As per the management, this is one of the reasons that the business has been faring well and the cash flows have also been quite healthier, which has grown up dramatically in the last 2 years.

Additionally, the investment required to put up additional capacities is low for the company, and this has supported the strong RoCE and healthy asset turnover. Moreover, the expansion plans are met through internal accruals only.



RATING SCALE (PRIVATE CLIENT GROUP)

Definitions of ratings

BUY – We expect the stock to deliver more than 15% returns over the next 12 months

ADD — We expect the stock to deliver 5% - 15% returns over the next 12 months

REDUCE – We expect the stock to deliver -5% - +5% returns over the next 12 months

SELL – We expect the stock to deliver < -5% returns over the next 12 months

NR – Not Rated. Kotak Securities is not assigning any rating or price target to the stock.

The report has been prepared for information purposes only.

SUBSCRIBE – We advise investor to subscribe to the IPO.

RS - Rating Suspended. Kotak Securities has suspended the investment rating and price target

for this stock, either because there is not a sufficient fundamental basis for determining, or there are legal, regulatory or policy constraints around publishing, an investment rating or target. The previous investment rating and price target, if any, are no longer in effect for this

stock and should not be relied upon.

NA - Not Available or Not Applicable. The information is not available for display or is not

applicable

NM – Not Meaningful. The information is not meaningful and is therefore excluded.

NOTE – Our target prices are with a 12-month perspective. Returns stated in the rating scale are our

internal benchmark.

FUNDAMENTAL RESEARCH TEAM (PRIVATE CLIENT GROUP)

Shrikant Chouhan

Head of Research shrikant.chouhan@kotak.com +91 22 6218 5408

Arun Agarwal

Auto & Auto Ancillary, Building Material, Cement, Consumer Durable arun.agarwal@kotak.com +91 22 6218 6443

Amit Agarwal, CFA

Transportation, Paints, FMCG agarwal.amit@kotak.com +91 22 6218 6439

Purvi Shah

Pharmaceuticals purvi.shah@kotak.com +91 22 6218 6432

Rini Mehta Research Associate

rini.mehta@kotak.com +91 22 6218 6433

K. Kathirvelu

Support Executive k.kathirvelu@kotak.com +91 22 6218 6427

Sumit Pokharna

Oil and Gas, Information Tech sumit.pokharna@kotak.com +91 22 6218 6438

Pankaj Kumar

Construction, Capital Goods & Midcaps pankajr.kumar@kotak.com +91 22 6218 5498

Amarjeet Maurya

Internet Software & Services amarjeet.maurya@kotak.com +91 22 6218 6427

TECHNICAL RESEARCH TEAM (PRIVATE CLIENT GROUP)

Shrikant Chouhan

shrikant.chouhan@kotak.com +91 22 6218 5408

Amol Athawale

amol.athawale@kotak.com +91 20 6620 3350

Saved Haider

Research Associate sayed.haider@kotak.com +91 22 62185498

DERIVATIVES RESEARCH TEAM (PRIVATE CLIENT GROUP)

Sahaj Agrawal

sahaj.agrawal@kotak.com +91 79 6604 1701 Prashanth Lalu

prashanth.lalu@kotak.com +91 22 6218 5497 Prasenjit Biswas, CMT, CFTe prasenjit.biswas@kotak.com

prasenjit.biswas@kotak +91 33 6615 6240 Karan Kulkarni

karan.kulkarni@kotak.com +91 20 6608 3292



Disclosure/Disclaimer

Kotak Securities Limited established in 1994, is a subsidiary of Kotak Mahindra Bank Limited. Kotak Securities is one of India's largest brokerage and distribution house

Kotak Securities Limited is a corporate trading and clearing member of BSE Limited (BSE), National Stock Exchange of India Limited (NSE), Metropolitan Stock Exchange of India Limited (MSE), National Commodity and Derivatives Exchange (NCDEX) and Multi Commodity Exchange (MCX). Our businesses include stock broking, services rendered in connection with distribution of primary market issues and financial products like mutual funds and fixed deposits, depository services and Portfolio Management.

Kotak Securities Limited is also a depository participant with National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL). Kotak Securities Limited is also registered with Insurance Regulatory and Development Authority as Corporate Agent for Kotak Mahindra Life Insurance Company Limited and Kotak Mahindra General Insurance Company Limited and is also a Mutual Fund Advisor registered with Association of Mutual Funds in India (AMFI). We are registered as a Research Analyst under SEBI (Research Analyst) Regulations, 2014.

We hereby declare that our activities were neither suspended nor we have defaulted with any stock exchange authority with whom we are registered in last five years. However SEBI, Exchanges, Clearing Corporations and Depositories etc have conducted the routine inspection and based on their observations have issued advise/warning/show cause notices/deficiency letters/ or levied penalty or imposed charges for certain deviations observed in inspections or in normal course of business, as a Stock Broker / Depository Participant/Portfolio Manager. We have not been debarred from doing business by any Stock Exchange / SEBI or any other authorities; nor has our certificate of registration been cancelled by SEBI at any point of time.

We offer our research services to clients as well as our prospects.

This document is not for public distribution and has been furnished to you solely for your information and must not be reproduced or redistributed to any other person. Persons into whose possession this document may come are required to observe these restrictions.

This material is for the personal information of the authorized recipient, and we are not soliciting any action based upon it. This report is not to be construed as an offer to sell or the solicitation of an offer to buy any security in any jurisdiction where such an offer or solicitation would be illegal. It is for the general information of clients of Kotak Securities Ltd. It does not constitute a personal recommendation or take into account the particular investment objectives, financial situations, or needs of individual clients.

We have reviewed the report, and in so far as it includes current or historical information, it is believed to be reliable though its accuracy or completeness cannot be guaranteed. Neither Kotak Securities Limited, nor any person connected with it, accepts any liability arising from the use of this document. The recipients of this material should rely on their own investigations and take their own professional advice. Price and value of the investments referred to in this material may go up or down. Past performance is not a guide for future performance. Certain transactions -including those involving futures, options and other derivatives as well as non-investment grade securities - involve substantial risk and are not suitable for all investors. Reports based on technical analysis centers on studying charts of a stock's price movement and trading volume, as opposed to focusing on a company's fundamentals and as such, may not match with a report on a company's fundamentals.

Opinions expressed are our current opinions as of the date appearing on this material only. While we endeavor to update on a reasonable basis the information discussed in this material, there may be regulatory, compliance or other reasons that prevent us from doing so. Prospective investors and others are cautioned that any forward-looking statements are not predictions and may be subject to change without notice. Our proprietary trading and investment businesses may make investment decisions that are inconsistent with the recommendations expressed herein.

Kotak Securities Limited has two independent equity research groups: Institutional Equities and Private Client Group. This report has been prepared by the Private Client Group.

We and our affiliates/associates, officers, directors, and employees, Research Analyst(including relatives) worldwide may: (a) from time to time, have long or short positions in, and buy or sell the securities thereof, of company (ies) mentioned herein or (b) be engaged in any other transaction involving such securities and earn brokerage or other compensation or act as a market maker in the financial instruments of the subject company/company (ies) discussed herein or act as advisor or lender / borrower to such company (ies) or have other potential/material conflict of interest with respect to any recommendation and related information and opinions at the time of publication of Research Report or at the time of public appearance. Kotak Securities Limited (KSL) may have proprietary long/short position in the above mentioned scrip(s) and therefore may be considered as interested. The views provided herein are general in nature and does not consider risk appetite or investment objective of particular investor; readers are requested to take independent professional advice before investing. This should not be construed as invitation or solicitation to do business with KSL. Kotak Securities Limited is also a Portfolio Manager. Portfolio Management Team (PMS) takes its investment decisions independent of the PCG research and accordingly PMS may have positions contrary to the PCG research recommendation. Kotak Securities Limited does not provide any promise or assurance of favourable view for a particular industry or sector or business group in any manner. The investor is requested to take into consideration all the risk factors including their financial condition, suitability to risk return profile and take professional advice before investing.

The analyst for this report certifies that all of the views expressed in this report accurately reflect his or her personal views about the subject company or companies and its or their securities, and no part of his or her compensation was, is or will be, directly or indirectly related to specific recommendations or views expressed in this report

No part of this material may be duplicated in any form and/or redistributed without Kotak Securities' prior written consent.

Details of Associates are available on www.kotak.com

- 1. "Note that the research analysts contributing to the research report may not be registered/qualified as research analysts with FINRA; and
- 2. Such research analysts may not be associated persons of Kotak Mahindra Inc and therefore, may not be subject to NASD Rule 2711 restrictions on communications with a subject company, public appearances and trading securities held by a research analyst account

Any U.S. recipients of the research who wish to effect transactions in any security covered by the report should do so with or through Kotak Mahindra Inc. (Member FINRA/SIPC) and (ii) any transactions in the securities covered by the research by U.S. recipients must be effected only through Kotak Mahindra Inc. (Member FINRA/SIPC) at 369 Lexington Avenue 28th Floor NY NY 10017 USA (Tel:+1 212-600-8850).

Kotak Securities Limited and its non US affiliates may, to the extent permissible under applicable laws, have acted on or used this research to the extent that it relates to non US issuers, prior to or immediately following its publication. This material should not be construed as an offer to sell or the solicitation of an offer to buy any security in any jurisdiction where such an offer or solicitation would be illegal. This research report and its respective contents do not constitute an offer or invitation to purchase or subscribe for any securities or solicitation of any investments or investment services. Accordingly, any brokerage and investment services including the products and services described are not available to or intended for Canadian persons or US persons."

Research Analyst has served as an officer, director or employee of subject company(ies): No

We or our associates may have received compensation from the subject company(ies) in the past 12 months.

We or our associates have managed or co-managed public offering of securities for the subject company(ies) in the past 12 months: No

We or our associates may have received compensation for investment banking or merchant banking or brokerage services from the subject company(ies) in the past 12 months. We or our associates may have received any compensation for products or services other than investment banking or merchant banking or brokerage services from the subject company(ies) in the past 12 months. We or our associates may have received compensation or other benefits from the subject company(ies) or third party in connection with the research report. Our associates may have financial interest in the subject company(ies).

Research Analyst or his/her relative's financial interest in the subject company(ies): No

Kotak Securities Limited has financial interest in the subject company(ies) at the end of the month immediately preceding the date of publication of Research Report: No

"However, Kotak Securities Prop/Arbitrage team could have exposure/financial interest to the subject company/companies during the ongoing month."

Nature of financial interest is holding of equity shares or derivatives of the subject company.

Our associates may have actual/beneficial ownership of 1% or more securities of the subject company(ies) at the end of the month immediately preceding the date of publication of Research Report.

Research Analyst or his/her relatives has actual/beneficial ownership of 1% or more securities of the subject company(ies) at the end of the month immediately preceding the date of publication of Research Report: No.

Kotak Securities Limited has actual/beneficial ownership of 1% or more securities of the subject company(ies) at the end of the month immediately preceding the date of publication of Research Report: No



By referring to any particular sector, Kotak Securities Limited does not provide any promise or assurance of favourable view for a particular industry or sector or business group in any manner. The investor is requested to take into consideration all the risk factors including their financial condition, suitability to risk return profile and take professional advice before investing. Such representations are not indicative of future results.

Subject company(ies) may have been client during twelve months preceding the date of distribution of the research report.

"A graph of daily closing prices of securities is available at https://www.nseindia.com/ChartApp/install/charts/mainpage.jsp and https://www.nseindia.com/chartApp/install/charts/mainpage.jsp

Our research should not be considered as an advertisement or advice, professional or otherwise. The investor is requested to take into consideration all the risk factors including their financial condition, suitability to risk return profile and the like and take professional advice before investing

Investments in securities market are subject to market risks. Read all the related documents carefully before investing.

Registration granted by SEBI and certification from NISM in no way guarantee performance of the intermediary or provide any assurance of returns to investors.

Derivatives are a sophisticated investment device. The investor is requested to take into consideration all the risk factors before actually trading in derivative contracts. Compliance Officer Details: Mr. Sandeep Gupta. Call: 022 - 4285 8484, or Email: ks.compliance@kotak.com.

Kotak Securities Limited. Registered Office: 27 BKC, C 27, G Block, Bandra Kurla Complex, Bandra (E), Mumbai 400051. CIN: U99999MH1994PLC134051, Telephone No.: +22 43360000, Fax No.: +22 67132430. Website: www.kotak.com / www.kotaksecurities.com. Correspondence Address: Infinity IT Park, Bldg. No.21, Opp. Film City Road, A K Vaidya Marg, Malad (East), Mumbai 400097. Telephone No.: 42856825. SEBI Registration No.: INZ000200137(Member of NSE, BSE, MSE, MCX & NCDEX), AMFI ARN 0164, PMS INP000000258 and Research Analyst INH000000586. NSDL/CDSL: IN-DP-629-2021. Compliance Officer Details: Mr. Sandeep Gupta. Call: 022 4285 8484, or Email: ks.compliance@kotak.com

In case you require any clarification or have any query/concern, kindly write to us at Service.securities@kotak.com. For grievances write to KS.escalation@kotak.com and follow below Grievances Escalation matrix

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care/ Complaints	Mr. Ritesh Shah	Kotak Towers, 8th Floor, Building No.21, Infinity Park, Off Western Express Highway, Malad (East), Mumbai, Maharashtra - 400097	18002099393	ks.escalation@kotak.com	9 a.m. to 6 p.m. All trading days
Head of Customer care	Mr. Tabrez Anwar	Kotak Towers, 8th Floor, Building No.21, Infinity Park, Off Western Express Highway, Malad (East), Mumbai, Maharashtra - 400097	022-42858208	ks.servicehead@kotak.com	9 a.m. to 6 p.m. All trading days
Compliance Officer	Mr. Sandeep Gupta	Kotak Towers, 8th Floor, Building No.21, Infinity Park, Off Western Express Highway, Malad (East), Mumbai, Maharashtra - 400097	022-42858484	ks.compliance@kotak.com	9 a.m. to 6 p.m. All trading days
CEO	Mr. Jaideep Hansraj	Kotak Towers, 8th Floor, Building No.21, Infinity Park, Off Western Express Highway, Malad (East), Mumbai, Maharashtra – 400097	022-42858301	ceo.ks@kotak.com	9 a.m. to 6 p.m. All trading days

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at https://scores.gov.in/scores/Welcome.html or Exchange at https://investorhelpline.nseindia.com/NICEPLUS/, https://bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx, Investor Service Centre | National Commodity & Derivatives Exchange Limited (ncdex.com), https://igrs.mcxindia.com/. Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal or Depository at https://www.epass.nsdl.com/complaints/websitecomplaints.aspx and https://www.cdslindia.com/Footer/grievances.