

CCAvenue Escalation Matrix - Key Contacts

Technical Support

Level I	Technical Support - Executive	Service Assurance - Executive Email: service@ccavenue.com Phone: +91 022-67425555 Extn.: 401 -409
Level II	Assistant Manager- Technical Support	Pratik Kadu Email: pratik.kadu@avenues.info Phone: +91 022-67425555 Extn.: 408
Level III	Assistant Manager- Technical Support	Pratik Vengurlekar Email: pratik.vengurlekar@avenues.info Phone: +91 022-67425555 Extn.: 424
Level IV	Deputy Manager- Technical Support	Victor Nainar Email: victor.nainar@avenues.info Phone: +91 022-67425555 Extn.: 409
Level IV	Senior Manager -Technical Support	Govind Kudupulli Email: govind.kudupulli@avenues.info Phone: +91 022-67425555 Extn.: 417
Level V	Head -Technical Support	Agnes Pereira Email: agnes@avenues.info Phone: +91 022-67425555 Extn.: 414

Accounts

Level I	Accounts - Executive	Accounts - Executive Email: accounts@ccavenue.com Phone: +91 022-67425555 Extn.: 208, 213, 218, 223,
Level II	Accounts- Senior Officer	Prashant Dhekne Email: accounts@ccavenue.com Phone: +91 022-67425555 Extn.: 210
Level III	Accounts- Assistant Manager	Sachin D'souza Email: accounts@ccavenue.com Phone: +91 022-67425555 Extn.: 215
Level IV	Accounts - Head	Ganesh Poojary Email: accounts@ccavenue.info Phone: +91 022-67425555 Extn.: 203

Risk Mitigation		
Level I	Risk Mitigation - Executive	Risk Mitigation - Executive Email: risk@ccavenue.com Phone: +91 022- 61666000 Extn.: 503, 510, 511, 514
Level II	Risk Mitigation –Sr. Manager	Kavitha Shetty Email: risk@ccavenue.com Phone: +91 022- 61666000 Extn.: 506
Level III	Chief Risk Management Officer	Smita Shetkar Email: smita@avenues.info Phone: +91 022- 61666000 Extn.: 500
Chargeback		
Level I	Chargeback - Assistant Manager	Farukh Shaikh Email: farukh.shaikh@avenues.info /chargeback@ccavenue.com Phone: +91 022- 61666000 Extn.: 513
Level II	Chargeback –AVP	Nitin Bhosle Email: nitin@avenues.info/ chargeback@ccavenue.com Phone: +91 022- 61666000 Extn.: 502
Level III	Chief Risk Management Officer	Smita Shetkar Email: smita@avenues.info Phone: +91 022- 61666000 Extn.: 500
Merchant Operation		
Level I	Compliance - Executive	Compliance - Executive Email: merchantoperation@ccavenue.com Phone: +91 022- 61666000 Extn.: 607, 608, 609, 610, 611, 633
Level II	Compliance - Officer	Manish Panchal /Sushil More / Girish Chaurasia Email: merchantoperation@ccavenue.com Phone: +91 022- 61666000 Extn.: 627 / 629 / 631
Level III	Compliance - Manager	Priya Pawar Email: merchantoperation@ccavenue.com Phone: +91 022-67425555 Extn.: 637

Level IV	Chief Risk Management Officer	Smita Shetkar Email: smita@avenues.info Phone: +91 022- 61666000 Extn.: 500
Legal		
Level I	Executive – Legal	Email: legal@ccavenue.com Phone: +91 022- 61666000 Extn.: 559/532
Level II	Senior Executive – Legal	Email: legal@ccavenue.com Phone: +91 022- 61666000 Extn.: 530
Level III	Assistant Manager – Legal	Email: legal@ccavenue.com Phone: +91 022- 61666000 Extn.: 531
Level IV	Chief Compliance Officer – Legal	Email: legal@ccavenue.com Phone: +91 022- 61666000 Extn.: 501
Merchant Underwriting		
Level I	Level I - Officer	Merchant Underwriting Team Email : MerchantUnderwriting@ccavenue.com Phone: +91 022- 61666000 Extn.: 550/547 Merchant Underwriting Team
Level II	Level II - Assistant Manager	Jessia Silveira / Nikhil More Email : MerchantUnderwriting@ccavenue.com Phone: +91 022- 61666000 Extn.: 550/547
Level III	Level III - Senior Manager	Madan Kumar Email : madan.kumar@avenues.info
Level IV	Level IV - AVP	Priya Pawar Email : priya.pawar@avenues.info
Note:	Please note the above contact numbers and designated positions/people may change from time to time without prior intimation	