AMBIT WEALTH PVT. LTD
INVESTOR GRIEVANCE REDRESSAL POLICY

Document Control

Item	Description
Document Title	Investor Grievance Redressal Policy
Document Owner	Compliance and Legal
Document Classification	Regulatory

Version	Name	Review/Approval
1.0	CO	Review/ Document Owner
1.0	Board of Directors	Approved
1.0	Shailesh Adukia, Head of Compliance	Reviewed and there are no changes

I. **Introduction:**

Ambit Wealth Private Limited ("AWPL/the Company") is a SEBI registered Portfolio Manager, AMFI-registered Mutual Fund Distributor, Research Analyst and IM to CAT II AIF.

II. **Objective of the policy:**

The policy document aims to strengthen the mechanism of ensuring prompt redressal of Customer's grievances at AWPL.

III. **Principles of the policy:**

The policy on grievance redressal follows the under noted principles:

- Customers / Investors to be treated fairly at all times.
- Complaints raised by Customers / Investors are dealt on time.
- All complaints from Customers / Investors to be treated efficiently and fairly.
- Employees must work in good faith and without prejudice to the interests of the Customer / Investor.
- Structuring a meaningful and effective mechanism for redressal of complaints. To ensure that the redressal is just and fair and complaint is redressed within the given frame-work of rules and regulation.

IV. **Internal mechanism to handle complaints/ grievances:**

The Compliance Officer or the Investor Relation Officer of the Company shall be the designated person(s) to whom all the complaints can be addressed. The details are given below:

Investor Relation Officer:

Name of the person	: Shailesh Adukia
Designation	: Compliance Officer
Address	: Ambit House, 449, Senapati Bapat Marg, Lower Parel, Mumbai – 013
Telephone	: 022 6623 3000
Email	: investorgrievance.awpl@ambit.co

Grievances that may arise pursuant to the agreement entered into shall as far as possible be redressed through the administrative mechanism by the Portfolio Manager and the same shall be subject to SEBI (Portfolio Managers) Regulations, 2020, issued by SEBI and as amended thereto from time to time.

The complaints can be of two types:

- Received from any Regulatory Authority (SEBI/Court/Police/Any other competent authority) either by an email or letter or other mode of communication,

- Received from the Customer or Customer's representative by an email or letter or other mode of communication.

The Compliance Officer shall segregate the complaints received based on the nature of complaint and forward it to respective Relationship Manager (RM)/ Head of Department (HOD) / Service Manager/Know your customer/client (KYC) department.

The RMs are primarily responsible for the resolution of complaints/grievances in respect of Customer's serviced by them. It is their foremost duty to ensure that the complaint is resolved completely to the satisfaction of the Customer and to also ensure closure of all complaints received within 7 days from its receipt. If the RM feels that the resolution of the complaint is not possible at his level then they must refer the case to Head – Legal and Compliance, AWPL for guidance. If the compliant is still not resolved it should be escalated to Chief Executive Officer.

Any complaint received directly by the RM/Business team /Business Partner, shall be brought to the notice of HOD and Compliance Officer and or the Investor Relation Officer immediately. A similar process of 7 days resolution and escalation should be followed.

In case of Complaints received from any Regulator, the Compliance Officer and/ Investor Relation Officer may approach CEO for guidance, as may be required, and respond accordingly.

In all cases it should ensure that the complaint is resolved within a period of 30 days from the receipt of the complaint. In case any additional information is required from the complainant, it should be sought within 15 days from the receipt of the complaint. In such cases the period of 15 days will be calculated from the day when the additional information is received. It will be duty of all the concerned officials to adhere to this time limit.

The Company will endeavor to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable manner and time (i.e. within 30 days of receipt of complaint).

The Customer / Investor can also register its grievance/complaint through SCORES (SEBI Complaints Redress System), post which SEBI may forward the complaint to the Company and the Company will suitably address the same.

Closure of complaint: Whenever the reply is sent to Customer and Customer does not revert back in 30 days' time from the date of reply, AWPL shall treat the final reply date as closure date of the complaint. If the Customer reverts back after 30 days from the date of final reply then the said complaint is treated as new complaint.

If Customer raises another complaint having different issue anytime then the complaint is treated as a new complaint.

V. <u>Complaint Register:</u>

All the grievances needs to be entered into a Complaint Register maintained at the Head Office.

Designated Address and Email Id for sending Customer Grievances:

Corporate Address: Ambit Wealth Private Limited
Ambit House, 449, Senapati Bapat Marg, Lower Parel,
Mumbai – 400 013, India

Designated Email Id for Investor Grievances: investorgrievance.awpl@ambit.co

The above details will be displayed on the website of the Company and the account opening kit. Any change in above address will be notified on the website of the Company.

VI. Exceptions:

It is not necessary that all the emails received in the designated email ID will be treated as Customer Compliant/Grievance. The emails could also be queries which can be determined by the Compliance Officer of the Company. These queries will be exempted from the purview of this policy.