AMBIT INVESTMENT ADVISORS PVT. LTD. (FME)
Complaint Handling and Grievance Redressal Policy

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1. INTRODUCTION

1.1. Ambit Investment Advisors Private Limited (IFSC Branch) ("**FME**"), a private limited company incorporated under the Companies Act, 1956, is registered with the International Financial Services Centres Authority ("**IFSCA**") as a registered fund management entity (non-retail) under the IFSCA (Fund Management) Regulations, 2022 ("**IFSCA FM Regulations**") bearing registration number IFSCA/FME/II/2023-24/102.

1.2. The FME is providing fund management services to Ambit TenX India Fund ("Fund"), a Restricted Scheme (Non-Retail) classified as a Category III Alternative Investment Fund under the IFSCA FM Regulations bearing acknowledgement number IFSC/AIF3/2024-25/0140 and will manage funds of various other schemes authorised/registered/acknowledged by the IFSCA from time to time under the IFSCA FM Regulations.

2. OBJECTIVE OF THE POLICY

2.1. The policy document aims to strengthen the mechanism of ensuring prompt redressal of Consumer's Complaint at Ambit Investment Advisors Private Limited (IFSC Branch).

2.2. In light of the nature of financial products/services provided by the FME, Complaint shall include following:

- Delay in opening of Account
- Delay in processing the redemption request
- Disputes over the fees charged by the FME, including management fees, performance fees, or any other associated costs
- Concerns about the accuracy, timeliness or completeness of the information and reports provided by the FME
- Concerns about preferential treatment or unfair practices among classes of investors leading to complaints about unequal treatment

2.3. Further, below list of matters/instances shall not be considered as complaint and shall not be dealt in accordance with this policy.

- Anonymous complaints (except whistleblower complaints)
- Incomplete or un-specific complaints
- Allegations without supporting documents
- Suggestions or seeking guidance/explanation

- Complaints on matters not relating to the financial products or services provided by the Regulated Entity
- Complaints about any unregistered/ un-regulated activity
- References in the nature of seeking information or clarifications about financial products or services

3. PRINCIPLES OF THE POLICY:

3.1. The policy on grievance redressal follows the under noted principles:

- Consumers / Investors to be treated fairly at all times.
- Complaints raised by Consumers / Investors are dealt on time.
- All complaints from Consumers / Investors to be treated efficiently and fairly.
- Employees must work in good faith and without prejudice to the interests of the Consumer / 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.

4. PROCESS TO HANDLE COMPLAINTS/ GRIEVANCES:

4.1. The Compliance Officer of the FME as appointed under IFSCA FME Regulations 2022 shall act as the designated Complaint Redressal Officer ("CRO") to whom all the complaints can be addressed.

4.2. Complaints/grievances may be received in the following manner:

- directly by the concerned RM/client service team on their email ids or
- the clients may forward their concerns directly to the Compliance Officer at investorgrievance.aiapl@ambit.co

4.3. On receipt of any complaint from the RM/Business team /Business Partner or by the CRO directly on its designated email id, the CRO shall make an assessment on the merits of the complaint. Pursuant to assessment,

- In case of acceptance, the CRO shall acknowledge acceptance of complaints, in writing, within 3 working days of receipt of the complaint.
- In case of non-acceptance, the CRO shall inform the complainant within 5 working days along with reasons.

4.4. The CRO shall examine and process the complaint in a fair, transparent, professional and impartial manner.

4.5. Provided that, where the CRO is or was involved in the conduct of the financial transaction which is the subject matter of the complaint, the complaint shall be handled by another officer designated by the FME, in a fair and impartial manner.

4.6. The CRO may ask for additional information from the complainant while processing the complaint.

4.7. On acceptance of the complaint, the CRO shall dispose of the complaint preferably within 15 days but ordinarily not later than 30 days of acceptance of complaint. The CRO may either resolve the complaint or reject the complaint.

4.8. In case of rejection of a complaint, the CRO shall give reasons for rejection of the complaint, in writing.

5. APPEAL MECHANISM

5.1. If the complainant is not satisfied with the resolution provided by the CRO or if the complaint has been rejected, the complainant may file an appeal before the CRAO of the FME preferably within 21 days from the receipt of the decision from the CRO.

5.2. For the purpose of this policy, the Principal Officer of the FME as appointed under IFSCA FME Regulations 2022 shall act as the designated Complaint Redressal Appellate Officer ("CRAO") to whom all the complaints can be escalated.

5.3. The CRAO shall dispose of the Appeal within a period of 30 days.

6. COMPLAINT BEFORE THE AUTHORITY

6.1. Where a complainant is not satisfied with the decision of the FME (including CRO and CRAO) and has exhausted the appellate mechanism of the Regulated Entity, he may file a complaint before the Authority through email to grievance-redressal@ifsca.gov in preferably within 21 days from the receipt of the decision from the FME.

7. MAINTENANCE OF RECORDS

7.1. The FME shall maintain all records relating to handling of complaints, including the following:

- Complaints received and processed;
- All correspondence exchanged between the FME and the complainants;

- All information and documents examined and relied upon by the FME while processing of the complaints;
- Outcome of the complaints;
- Reasons for rejection of complaints, if any;
- Timelines for processing of complaints; and
- Data of all complaints handled by it.

7.2. The FME shall maintain records in electronic retrieval form for at least six years from the date of disposal of complaint. Provided further that in case of any pending litigation or legal proceeding relating to the complaint, the record shall be maintained for the applicable period, after final disposal of the proceeding.

8. REVIEW OF THE POLICY

8.1. The Company shall review and / or amend its Policy as and whenever it deems appropriate and in accordance with any amendments issued by the regulator from time to time, subject to approval of Board of Directors of the Company.

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