

SHAGUNCAP INVESTMENT MANAGERS LLP

Investor Grievance Redressal Policy

1. Objective

Shaguncap Investment Managers LLP endeavor to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. Shaguncap Investment Managers LLP realizes that quick and effective handling and resolution of customer's complaints is essential to provide excellent customer service.

To achieve this company has a clearly documented policy for redressal of customer grievances.

Through this policy, the company shall ensure that a suitable mechanism exists for receiving and addressing complaints from its customers with specific emphasis on resolving such complaints fairly and expeditiously.

2. Grievance Redressal Mechanism

For the timely and proper redressal of client's complaints and grievances, the Portfolio Manager shall have the following Grievance Redressal and Dispute Handling Mechanism in place:

The Portfolio Manager has appointed Mr. Vidish Asher, Compliance Officer as a first point for the redressal of the Client's complaints. The Client can approach him at below mentioned contacts:

Shaguncap Investment Managers LLP
F2/25, 2nd Floor, Wave Silver Tower, Sector -18, Noida, Uttar Pradesh 201301 India
Mobile No. +91 8369031783
Email: contact@shaguncapital.in

If the client remains dissatisfied with the remedies offered or the stand taken by above designated person, they can contact Principal Officer, Mr Prateek Gupta at:

Shaguncap Investment Managers LLP
F2/25, 2nd Floor, Wave Silver Tower, Sector -18, Noida, Uttar Pradesh 201301 India
Mobile No. +91 9654757090
Email: corporate@shaguncapital.in

For disputes or differences arising between the Client and Portfolio Manager which could not be resolved amicably, shall be settled in accordance with and subject to the provisions of the Arbitration and Conciliation Act, 1996 or any statutory requirement, modification or re-enactment thereof for the time being in force. Such

Arbitration proceedings shall be held at Noida. All the legal actions and proceedings are subject to the jurisdiction of court in Noida (Uttar Pradesh) only and are governed by Indian Law.`

3. SEBI SCORES

Investor may also register/ lodge their complaints to SEBI through its online portal SCORES (SEBI COMPLAINTS REDRESS SYSTEM). The link to access SCORES is <https://scores.sebi.gov.in/> and investors can file complaints by clicking “Complaint Registration” under “Investor Corner”. SCORES facilitates investors to lodge their complaint online with SEBI and subsequently view its status.

4. Online Dispute Resolution

After exhausting all available options as above for resolution of the grievance, if the investor/client is still not satisfied with the outcome, then the Investor has the option to file the complaint/ grievance on SMARTODR platform. Accordingly, the client can initiate dispute resolution through the ODR Portal, for its resolution through online conciliation or arbitration. ODR Portal harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market. ODR Portal can be accessed via the following link - <https://smartodr.in/>.

5. Record Keeping and Review

The firm shall maintain grievance records and review this Policy periodically.