

### **Grievance Redressal Mechanism**

Investor Relation Officer(s), will be the interface between the Portfolio Manager and the Client. Any Grievances arising from (i) the Agreement between the Client and the Portfolio Manager and (ii) the services to be rendered by the Portfolio Manager and/or their respective representatives may be addressed to the Investment Relation Officer(s), Mr. Sarvesh Gupta, at [sarvesh@maximalcapital.com](mailto:sarvesh@maximalcapital.com), who shall revert to the client in a timely manner.

In case the Client does not get a response to his satisfaction he/she may write to The Principal Officer, Mr. Sarvesh Gupta at [sarvesh@maximalcapital.com](mailto:sarvesh@maximalcapital.com).

In the event of not getting a satisfactory response from the above, the Client may approach SEBI to address complaints against the Portfolio Manager, registered with it. The complaint has to be filed in SEBI Complaints Redress System (SCORES) at <https://scores.gov.in/scores/Welcome.html>.

Alternatively, the client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Portfolio Manager is not satisfactorily resolved. A common Online Dispute Resolution Portal (“ODR Portal”) conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. Your attention is drawn to the SEBI circular no. [SEBI/HO/OIAE/OIAE\\_IAD-1/P/CIR/2023/131](#) dated July 31, 2023, on “Online Resolution of Disputes in the Indian Securities Market”.

ODR Portal can be accessed via the following link - <https://smartodr.in/>