

Ankur Kapur

N 281 DLF Park Place DLF Phase 5 Sector 54 Gurgaon Haryana 122009

Grievance Redressal Process

Investor service is a vital element for sustained business growth, and we want to ensure that our Investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships, and therefore, Investor satisfaction becomes critical to us, especially since we follow the Direct-to-Investor model. Investor queries and complaints constitute an important voice of the Investor, and this policy details grievance handling through a structured grievance redressal process to prevent the recurrence of similar issues.

The Grievance Redressal policy follows the following principles:

- Investors will be always treated fairly
- Complaints raised by Investors will be dealt with courtesy and promptly.
- Queries and Complaints will be treated efficiently and fairly.

The Investment advisor and employees work in good faith and without prejudice, towards the interests of the Investors.

Grievance Redressal Mechanism

Client's queries/complaints may arise due to a lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include a lack of explanation, clarification, or understanding, which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards clients.

1. Clients can seek clarification of their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to advisor@ankurkapur.com. mentioned address:

Mr. Ankur Kapur,
Principal Officer,
N 281, DLF Park Place, DLF Phase 5
Sector 54, Gurgaon, Haryana 122009
Mobile: 9899581185

advisor@ankurkapur.com

2. A letter may also be written with their query/complaint and posted below the Framework. Grievance redressal is supported by a review mechanism to minimise future

advisor@ankurkapur.com

3. In case you are not satisfied with our response, you can lodge your grievance with SEBI at <https://scores.sebi.gov.in/scores-home>, or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please get in touch with the SEBI office on toll-free Helpline at 1800 22 7575/ 1800 266 7575.

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4. ODR Portal could be accessed, if unsatisfied with the response. 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”. A common Online Dispute Resolution Portal (“ODR Portal”) which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link –<https://smartodr.in/>

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- ◇ SEBI Registered Investment Advisers Registration No. INA100001406
- ◇ (Type of Registration- Individual, Validity of Registration- Perpetual)
- ◇ Address: N 281, DLF Park Place, DLF Phase 5, Sector 54, Gurgaon, Haryana 122009
- ◇ Contact No: 91 9899581185, Email: advisor@ankurkapur.com
- ◇ SEBI regional/local office address – Securities and Exchange Board of India, 5th Floor, Bank of Baroda Building, 16 Sansad Marg, New Delhi – 110001.

Details of Designation	Contact Person Name	Address Where Physical Address Location	Contact No.	Email ID	Working Hours When Complainant Can Call
Customer Care	NA	NA	NA	NA	NA
Head of Customer Care	NA	NA	NA	NA	NA
Compliance Officer	Ankur Kapur	N 281, DLF Park Place, DLF Phase 5, Sector 54, Gurgaon, Haryana 122009	9899581185	Advisor@ankurkapur.com	9:30 AM – 5:30 PM – Monday to Friday
CEO	NA	NA	NA	NA	NA
Principal Officer	Ankur Kapur	N 281, DLF Park Place, DLF Phase 5, Sector 54, Gurgaon, Haryana 122009	9899581185	Advisor@ankurkapur.com	9:30 AM – 5:30 PM – Monday to Friday



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