

## Investor Grievance Process

In the event the Client has any grievance on the services standards or reporting that the Portfolio Manager has agreed to provide, the Client shall write to Customer Services Team of the Portfolio Manager at [mapmsdesk@multi-act.com](mailto:mapmsdesk@multi-act.com) or Tel No. +91-22-61408989. The Customer Services Team shall acknowledge the receipt of the email within 2 working days. Furthermore, the Customer Services Team shall, within a period of 21 (Twenty-one) calendar days from the date of receipt of the complaint, respond to the Client in the form of an Action Taken Report (ATR) stating the action taken, and where the grievance is of a repetitive nature, the steps taken to prevent its recurrence.

If the Client is not satisfied with the ATR of the concern, then the client shall write to the Compliance Officer – [sekar.iyer@multi-act.com](mailto:sekar.iyer@multi-act.com) – Tel No.+91-22–61408989. The timelines specified for the Customer Services Team, relating to acknowledgement and responding to the Client in the form of an ATR, shall be applicable to the Compliance Officer of the Portfolio Manager.

In the event the Client is not satisfied with the resolution provided by either the Customer Services Team or the Compliance Officer, the Client can contact Principal Officer [rohan.samant@multi-act.com](mailto:rohan.samant@multi-act.com) Tel No.+91-22-61408989.

If the Client does not receive a response from the Portfolio Manager or is not satisfied with the response provided, the Client may approach SEBI to address complaints against registered Portfolio Managers. The complaint can be filed in the SEBI Complaints Redress System (SCORES) at <https://scores.sebi.gov.in/>

After exhausting all aforementioned options for resolution, if the Client is still not satisfied, they may initiate dispute resolution through the Online Dispute Resolution Portal (ODR) at <https://smartodr.in/login> .

Alternatively, the Client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Portfolio Manager is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.

The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in SCORES guidelines or is not pending before any arbitral process, court, tribunal or consumer forum, and is non-arbitrable in terms of Indian law.