

## INVESTOR GRIEVANCE POLICY

*(As per the requirement of Regulation of SEBI (Portfolio Management) Regulations, 2020)*

- (i) The document has been prepared in accordance with the Securities and Exchange Board of India (Portfolio Management) Regulations, 2020, as amended from time to time as per the requirement.
- (ii) The purpose of the Document is to provide essential information about the Investment Advisory Services in a manner to assist and enable the investors in making an informed decision for engaging an Investment Advisor.
- (iii) The document contains necessary information about the Investment Advisor required by an investor before investing, and the investor may also be advised to retain the document for future reference.
- (iv) This Document is dated 30-06-2022.

### Details of the Portfolio Manager

Name of Investment Advisor	:	<b>PRP Professional Edge Associates Pvt Ltd.</b>
SEBI Registration Number	:	<b>INP100007259 (Dated: Aug 02, 2021)</b>
Registered Office Address	:	<b>508, 5th Floor, Eros City Square, Rosewood City, Sector - 49-50, Gurugram - 122018, Haryana</b>
Phone No(s)	:	<b>0124-4249000</b>
Grievance E-mail address	:	<b>investor_grievance@prpedge.com</b>
Website	:	<b>www.prpedge.com</b>

### Details of the Principal Officer

Name of Principal Officer	:	<b>Rahul Jagetiya</b>
Address	:	<b>1010, 10th Floor, Meadows, Sahar Plaza, Andheri (E), Mumbai - 400059, Maharashtra</b>
E-mail address	:	<b>rahul.jagetiya@prpedge.com</b>
Mobile No.	:	<b>+91 97732 95579</b>

**Objectives:**

The objective of the Client Grievance Policy is:

- To make sure all clients are treated fairly
- All queries, requests, and complaints, raised by the clients are resolved in time
- To provide our clients with efficient services

**Service Parameter:**

All complaints received from the client related to:

- Misappropriation of funds, Fraud, Forgery,
- Lack of service
- In case of complaints/grievance, customers can use following grievance redressal options.

Step 1:

- Customer can either visit our office and submit complaints/grievance in writing or submit their grievance by writing an email to investor\_grievance@prpedge.com; Customers will be responded within 7 working days.

Name of Compliance Officer	:	<b>Pawan Kumar</b>
Address	:	<b>508, 5th floor, Eros City Square, Rosewood City, Sector 49-50, Gurugram – 122018, Haryana</b>
E-mail address	:	<b>pawan@prpedge.com</b>
Mobile No.	:	<b>+91 97111 78010</b>

Step 2:

- If customer is not satisfied with the resolution received or did not receive any response within 7 working days you can write, mail, or call to the Grievance officer of the Company whose details are given below; Complaints/Grievance will be addressed within 15 working days.

Name of Principal Officer	:	<b>Rahul Jagetiya</b>
Address	:	<b>1010, 10th Floor, Meadows, Sahar Plaza, Andheri (E), Mumbai - 400059, Maharashtra</b>
E-mail address	:	<b>rahul.jagetiya@prpedge.com</b>
Mobile No.	:	<b>+91 97732 95579</b>

Step 3:

- Further, If customer still not satisfied with the resolution received, or did not receive any response within 15 working days, he/she may **be lodged with the Securities and Exchange Board of India (SEBI) on:: SCORES :: (a web-based centralised grievance redressal system of SEBI)** The link to SCORE is available on the company's website.

**Mechanism to handle complaint/Grievance:**



**Status of the complaint:**

- The Company shall send the Customer a written response that offers redressal of the grievance or rejects the complaint justifying the same.
- If any case needs additional time, the Company will inform the customer of the reasons for the delay in resolution within the timelines specified above and provide expected timelines for resolution of the complaint.

**Closure of the complaints:**

A complaint shall be considered as disposed of and closed when:

- A request of the complainant fully acceded
- Where the complainant has not responded to the Company within the given time of the Company's written response

Where the complainant has indicated in writing, acceptance of the response of the Company.

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