

Proposed facilities for Redressal of Investor Grievance

Growthfiniti Wealth Private Limited seeks to provide its investors with a high standard of service. The company is committed to putting in place and upgrading on a continuous basis the systems and procedures that will enable effective client service.

The company has appointed a compliance officer in accordance with (SEBI Portfolio Managers Regulations) 2020 ('Regulations'), who shall attend and address investor query/ concern/grievance at the earliest. The company will ensure that its compliance officer is vested with the necessary authority and independence to handle investor complaints. The compliance officer will immediately identify the grievance and take appropriate steps to eliminate the causes of such grievances to the satisfaction of the investor. Effective grievance management would be an essential element of the company's services, and the compliance officer may adopt the following approach to manage grievance effectively and expeditiously:

1. Quick action - As soon as any grievance comes to the knowledge of the compliance officer, it would be identified and resolved. This will lower the detrimental effects of grievance.
2. Acknowledging grievance - The compliance officer shall acknowledge the grievance put forward by the investor and look into the complaint impartially and without any bias.
3. Gathering facts - The compliance officer shall gather appropriate and sufficient facts explaining the grievance's nature. A record of such facts shall be maintained so that these can be used in later stages of grievance redressal.
4. Examining the causes of grievance - The actual cause of grievance would be identified. Accordingly, remedial actions would be taken to prevent repetition of the grievance.
5. Decision making - After identifying the causes of grievance, alternative course of actions would be thought of to manage grievances. The effect of each course of action on the existing and future management policies and procedures would be analyzed and accordingly decision should be taken by the personnel. The personnel would execute the decision quickly.

GROWTHFINITI WEALTH PVT. LTD.

Unit No 2, Ground Floor, Senior Estate,

Parsi Panchayat Road, Andheri (E), Mumbai - 400069.

T: +91 77159 82515 | **E:** info@growthfiniti.com | **W:** www.growthfiniti.com

6. Review - After implementing the decision, a follow-up would be there to ensure that the grievance has been resolved completely and adequately.

Grievances/concerns, if any, which may not be resolved/satisfactorily addressed in aforesaid manner shall be redressed through the administrative mechanism by the compliance officer and subject to the Regulations. The compliance officer will endeavor to address such grievance in a reasonable manner and time as prescribed under the Regulations.

Without prejudice to anything stated above, the investor can also register its grievance/ complaint through SCORES (Sebi COmplaints REdress System), post which the complaint will be either routed to the company or to Securities and Exchange Board of India (as applicable), which may then forward the complaint to the company and the company will suitably address the same. SCORES is available at <http://scores.gov.in>.

Without prejudice to anything stated above, the investor can also seek to resolve its grievance using the online dispute resolution mechanism introduced by SEBI. A client can raise the resolution request on smartodr.in the seat of arbitration proceedings and the language of the arbitration shall be as laid down in the Regulations, from time to time

The Compliance officer or Directors of Growthfiniti are severally authorized to amend this Policy for giving effect to any changes / amendments notified by the SEBI.

The Policy can be modified, withdrawn or suspended by Growthfiniti at its sole discretion without any prior intimation.

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CONTACT DETAILS

The escalation for Investor complaints/grievances relating to Growthfiniti is as provided below:

| | |
|----------------|---|
| Level 1 | Grishma Shah grishma@growthfiniti.com 9819788052 |
| Level 2 | Bhavesh Sanghvi bhavesh@growthfiniti.com 9594032222 |
| Level 3 | The Investor may approach the Securities and Exchange Board of India and file their grievance through "SCORES", the centralized online system for lodging and tracking complaints. SCORES facility can be accessed through the following web link https://scores.gov.in/scores/Welcome.html Filing complaints on SCORES is- Easy & Quick a) Register on SCORES portal b) Mandatory details for filing complaints on SCORES are Name, PAN, Address, Mobile number, E-mail ID of the complainant. |

For Growthfiniti Wealth Pvt Ltd,

Grishma Shah
 Compliance Officer



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