

INVESTORS / CLIENTS GRIEVANCES

Name, address and telephone number of the investor relationship officer & compliance officer who shall attend to the investor quires and Complaints: -

Mr. Chetan Gupta
Investor Relationship Officer

Shade Capital Pvt. Ltd.
2002B, WorkWell Suites, Max House
Situating at Bahapur Delhi 110020
Contact No:- 9958973884
Email-ID:chetan.gupta@shadecapital.in

Mr. Shubhamay Bhowal
Compliance Officer

Shade Capital Pvt. Ltd.
2002B, WorkWell Suites, Max House
Situating at Bahapur Delhi 110020
Contact No:- 9958973884
Email-ID:shubhamay.bhowal@shadecapital.in

Grievance Redressal Policy:

Shade Capital Pvt Ltd endeavors to address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. Shade realizes that quick and effective handling and resolution of customer's complaints is essential to provide excellent customer service.

To achieve this Company has a clearly documented policy for redressal of customer grievances. Through this policy, the company shall ensure that a suitable mechanism exists for receiving and addressing complaints from its customers with specific emphasis on resolving such complaints fairly and expeditiously.

The Policy seeks to ensure that:

- Grievance, if any, that may arise pursuant to the Portfolio Management Services Agreement entered into shall as far as possible be redressed through the administrative mechanism of the Portfolio Manager and in compliant to the SEBI (Portfolio Managers) Regulations 2020 and any amendments made thereto from time to time.
- Complaints shall be resolved in a proper and time bound manner with detailed advice to the customer. In case the resolution needs time, an interim response, acknowledging the complaint shall be issued.
- The Compliance Officer shall give monthly report of the client's complaint to the Directors with the details as Name of the Client, Nature of the Complaint, Date of Receipt of the Complaint and Status of resolving the same. For complaints remaining unresolved for a period of more than 15 days from the date of receipt, the Compliance Officer shall provide the justification to the Directors.



- The Compliance Officer shall also keep proper records of all the grievances/ complaints received and resolved.
- All employees at the customer facing channels and other support departments will be periodically trained in handling of complaints.
- The quality of customer service rendered by the Portfolio Manager shall be reviewed / examined by Company's Top Management at regular intervals.
- The Grievance Redressal Mechanism with updated contact details and dedicated email ID shall be a part of Disclosure Document for Portfolio Management Services and shall be suploaded on the Portfolio Manager's website.

Grievance Redressal Mechanism

The Client can approach the office of Portfolio Manager for redressal of their Grievances/Complaints Mr. Chetan Gupta has been appointed as Investor Relations Officer. He can be contacted at:

Shade Capital Pvt. Ltd.

2002B, WorkWell Suites, Max House Situated at Bahapur Delhi 110020

Contact No.: 9958973884

Email: chetan.gupta@shadecapital.in

Clients can also email their complaints to a dedicated email ID grievances@shadecapital.in

- All client complaints will be directed to the Investor Relations Officer who is responsible for coordinating and ensuring responses to all client complaints.
- On receiving a complaint, the Investor Relations Officer will be required to look into the matter and respond as soon as possible unless the complaint is of a serious nature. The Compliance Officer will be consulted to determine whether a complaint is serious in nature or not.
- On completion of investigation, a reply will be sent to the concerned investor. The reply will be drafted in consultation with the Compliance Officer.
- Complaints shall be resolved in a proper and time bound manner with detailed advice to the customer. In case the complaint is of a serious nature and the resolution needs time, an interim response, acknowledging the complaint shall be issued.
- All complaints will be logged in and a record of the complaint and the disposition or resolution is maintained in a register.



If the client remains dissatisfied with the remedies offered or the stand taken by the Compliance Officer, he/she can contact Mr. Pawan Kumar, Principal Officer at:

Shade Capital Pvt. Ltd

2002B, WorkWell Suites, Max House Situated at Bahapur Delhi 110020

Contact No:- 9958973884

Email: pawan.kumar@shadecapital.in

SEBI Complaints Redress System (SCORES) platform:

"If the client not satisfied with the response of the portfolio manager he/she may lodge his/her grievances with SEBI at <http://scores.gov.in> or may also write to any of the offices of SEBI. For any queries, feedback or assistance the client may contact the SEBI office on toll-free helpline at 1800 22 7575/1800 266 7575. Or the investor can also lodge its complaints to the smart ODR portal at <https://smartodr.in>"

