

GRIEVANCE REDRESSAL POLICY

1. Introduction

We at Quantum Asset Management Private limited (AMC) believe that Investor service is an important imperative for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points of the AMC. Prompt and efficient service is essential to retaining existing relationships and Investor satisfaction is critical to the AMC. Investor complaints constitute an important voice of Investor, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The AMC's Grievance Redressal policy follows the following principles:

1. Investors are treated fairly at all times
2. Complaints raised by Investors are dealt with courtesy and in a timely manner
3. Investors are informed of avenues to raise their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints
4. Complaints are treated efficiently and fairly
5. The AMC employees work in good faith and without prejudice, towards the interests of the Investors

Quantum Investor Relations Team is aware of the complaint handling process and the grievance redressal mechanism of the AMC.

Interactions received from the Investors will be considered as a complaint for consideration in Grievance Redressal Policy on the basis of set parameters which are explained in **Annexure I**

2. Awareness of the Grievance Redressal mechanism

Procedure 1

Investor complaints arise due to a deficiency of service experienced by Investors. They include shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards Investors. The Investor is entitled to make a complaint in writing, orally or telephonically. He can approach the AMC to register a complaint through any of our touch points mentioned below, and expect a response within 2 business day of complaint registration in the normal course.

Contact Centre: The investors can call our contact center – 1800 22 3863 (toll free) on any business day between 9.30 am – 6.30 pm to provide feedback & register their complaints.

Email: Investors can send an email to Customercare@QuantumAMC.com.

Letter: Investors can write to us with their query/complaint to our registered office address as mentioned below.

Quantum Asset Management Company Private Limited

Regent Chambers, #505, 5th Floor,
Nariman Point, Mumbai - 400 021, India

Website: Investors can also write to us by accessing the customer feedback form updated on the Quantum website under feedback/Query option.

All complaints received at Quantum AMC or Karvy (Grievance related to Quantum AMC) will be handled & replied by Quantum Investor Relations Team

Procedure 2

Investors can write to the CEO at CEO@Quantumamc.com if they do not receive a response within 10 business days of writing to the Investor Relations Team Touch points, or if he is not satisfied with the response received. The investor can expect a reply within 10 business days of approaching the CEO.

Procedure 3

In case the Investor does not receive a response within a 30 business days of approaching the AMC, or if he is not satisfied with the resolution received from the AMC, he can escalate his issue to SEBI (Securities and Exchange Board of India) and update his complaint on SCORES (Sebi Complaints Redress System,)-SCORES facilitates you to lodge your complaint online with SEBI and subsequently view its status- <http://scores.gov.in/>.

SEBI has launched a toll free helpline service number 1800 22 7575 for Investors all over India in 14 languages available on all working days during Monday to Friday from 9:30 a.m to 5:30 p.m.

3. Internal Machinery to handle Investor complaints

i. Resolution of Grievances:

Investor Relations Team receiving the complaint is responsible for the resolution of complaint/grievance. The Manager, Investor relations is responsible for ensuring that the complaint is resolved to the investor's satisfaction and must attempt to offer the investor alternate solutions, however if the investor remains unsatisfied with the resolution, he can escalate the issue through the grievance redressal mechanism.

ii. Time frame:

Complaint is investigated within the stipulated time lines for handling complaints received at the different levels of escalation. Certain types of complaints, involving fraud, legal inputs and third party (other banks/AMC), needing more time for investigation, are acknowledged

accordingly and the turnaround time is communicated to the investor. The communication of the AMC stand on any issue is important and is done clearly in an investor friendly manner. The Managers monitor the action taken for trends.

4. Sensitizing staff on handling complaints (Training)

Investor Relations Team is specially trained for handling complaints by trainers. The training includes both operations and soft skills, as different Investors perceive and react differently to the aspects of complaint handling. The staff is encouraged to have an open attitude towards service recovery and winning the Investor's confidence.

5. Disclosure of Complaints

On a monthly basis complaints with the resolution time will be uploaded on the website for information of investors.

LIST OF COMPLAINTS –Annexure I

| # | Complaint code | Nature of complaint | Description |
|------------|----------------|---|---|
| 1 | | Commercial Transactions | |
| 1.1 | IA | Non receipt of subscription confirmation | If the complaint is received before the prescribed due date [i.e. within 5 business days from the date of receipt of subscription/transaction request], the same will not be considered as Complaint. |
| 1.2 | IA | Non receipt of statement of account / unit certificates | |
| 1.3 | IB | Non receipt of redemption proceeds | If the complaint is received before the prescribed due date [i.e. within 10 business days from the date of redemption], the same will not be considered as Complaint. |
| 1.4 | IC | Non receipt of dividend proceeds | If the complaint is received before the prescribed due date [i.e. within 30 calendar days from the date of dividend declaration], the same will not be considered as Complaint. |
| 1.5 | ID | Non receipt of refund orders | If the complaint is received before the prescribed due date [i.e. within 5 business days from the date of NFO Closure], the same will not be considered as Complaint. |

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| # | Complaint code | Nature of complaint | Description |
|----------|----------------|---|--|
| 1.6 | I E | Non receipt of SIP/STP/SWP confirmation | |
| 1.7 | I E | Wrong processing of SIP/SWP/STP | Registration/Processing of Systematic Registrations in wrong folio / for wrong amount / for wrong scheme |
| 1.8 | I E | SIP Amount debited but units not allotted | |
| 1.9 | I F | Non receipt of interest on delayed payment of dividend | |
| 1.1 | I F | Non receipt of interest on delayed payment of redemption | |
| 1.1 | I F | Non receipt of interest on delayed refund orders | |
| 1.1 | I G | Claim for bank charges | Investor Claim for bank charges due to delay in processing at our end / erroneous processing |
| 1.1 | II A | Wrong allotment of units / Wrong application of NAV | |
| 1.1 | II B | Excess or wrong charge of load | |
| 1.2 | II C | Wrong processing of switch transaction | |
| 1.2 | II D | Wrong calculation of TDS/STT | |
| 1.2 | III | Non receipt of broker commission & wrong payment of brokerage | All commissions relating to brokerage (upfront / trail / incentives etc) not paid / wrongly paid |
| 2 | | Non Commercial Transactions | |
| 2.1 | IV A | Non updation of profile – address/bank mandate/contact details / nomination | |
| 2.2 | IV B | Non processing of transmission / receipt of death claims | |
| 2.3 | IV C | Non processing / Wrong processing of pledge / lien | |
| 2.4 | IV D | Non registration of Power of Attorney | |
| 2.5 | IV E | Discrepancy / Errors in statement of account | Covering units allotted for wrong amount/scheme/NAV/TDS wrongly deducted/STT wrongly deducted |
| 2.6 | IV F | Discrepancy in redemption / dividend / commission warrants | |

LIST OF COMPLAINTS –Annexure I

| # | Complaint code | Nature of complaint | Description |
|----------|-----------------------|--|--|
| 2.7 | IV G | Non receipt of annual report | |
| 2.8 | IV H | Non receipt of duplicate /revalidated warrants | |
| 2.9 | IV I | Non receipt of transfer confirmation | |
| 2.1 | IV I | Non receipt of Demat / Remat confirmation | |
| 2.1 | IV I | Wrong processing of Demat /Remat requests | Wrong rejection of SOA to Demat requests, provided all the documents submitted are in order |
| 2.1 | IV I | Delay in processing of Demat / Remat requests | Delay in processing/wrong processing of SOA to Demat requests, provided all the documents submitted are in order |
| 2.1 | IV J | Non processing / wrong processing of change of broker code | Change of broker Code not effected as requested by the investor |
| 2.1 | IV K | Deviation from scheme attributes | |