

GRIEVANCE REDRESSAL POLICY

1. Introduction

At Quantum Asset Management Company Private Limited (AMC), we believe that Investor service is a vital element 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 for retaining existing relationships and therefore Investor satisfaction becomes critical to the AMC, especially since we follow the Direct-to-Investor model. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling through a structured grievance redressal framework. Grievance 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 queries and complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints
- 4)** Queries and Complaints are treated efficiently and fairly.
- 5)** The AMC employees work in good faith and without prejudice, towards the interests of the Investors.

The AMC has a dedicated Customer Relations Team who is responsible for timely and prompt communication with our Investors, while having an open attitude towards service recovery, and providing alternate solutions to investors, thus ensuring healthy relationships with our investors.

Interactions received from the Investors will be considered as a complaint for consideration in Grievance Redressal Policy on the basis of set parameters. Those lapses which result in interactions and can be substantiated / proved to have occurred on account of the AMC and / or the AMC service providers will, in the normal course be considered as a complaint. In case the lapse is due to misinformation or mistake on the part of the investor or any external agency then such a lapse will not be treated as a complaint.

There are certain guidelines laid down by SEBI within which the AMC is obliged to reply to its investors, in case the nature of the queries / complaint is such that it falls outside the purview of the SEBI guidelines, then the Quantum AMC will follow the standards set by the industry. Else the AMC will follow a precedent in case such a query / complaint have been received in the past. In case the AMC proactively fixes its own service standard, which is better than the one laid down by SEBI, then the better service standard will hold true and the breach of the better service standard will be considered as a complaint. In case the AMC proactively finds an error in any records of the Investor or otherwise and the AMC initiates rectification of that error in conjunction with the Investor, then such an error if identified by the investor may not be considered as a complaint.

2. Awareness of the Grievance Redressal mechanism I -

Through Quantum AMC

(i) Procedure 1

Investor queries / complaints arise due to lack of understanding or a deficiency of service experienced by Investors. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards Investors.

Investors can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. Investors are requested to approach only the AMC directly and not the Registrar or any AMC's service provider to register a query / complaint through any of the touch points mentioned below, and in the normal course can expect a response within 2 business days of query / complaint registration. In case Investors erroneously approach the Registrar or the AMC's service provider to register a query / complaint, investors shall receive response to their query / complaint from the AMC and not from the AMC's service provider.

Contact Centre: Investors can call the AMC contact center on 1800 22 3863 or 1800 209 3863 (toll free) on any business day between 9.00 am & 9.00 pm to provide feedback & register their queries / complaints.

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

Letter: Investors can write to the AMC with their query/complaint at the registered office address as mentioned below.

Quantum Asset Management Company Private Limited,
6th Floor, Hoechst House,
Nariman Point,
Mumbai-400021, India

Website: Investors can also write to the AMC by accessing the customer feedback form available on the Quantum website under the option "Write to us" under "Help Centre". All queries / complaints received at the Quantum AMC or Karvy (Grievance related to the AMC) will be handled & coordinated by Quantum Customer Relations Team. The Customer Relations Team will also inform Investors on the status of their query.

(ii) Procedure 2

Investors can also independently address Complaints / grievances to Mrs. Rina Nathani Investor Relations Officer (IRO) in case they are not satisfied with the responses received as per Procedure 1 above at:

Quantum Asset Management Company Private Limited, 6th Floor, Hoechst House, Nariman Point, Mumbai - 400 021.

Contact Details:

Toll Free Tel No. 1800 22 3863 / 1800 209 3863

Toll Free Fax No. 1800 22 3864

Email: IRO@QuantumAMC.com

Telephone number: 022-61447800

Mrs. Nathani is aware of the complaint and grievance handling process and the grievance redressal mechanism of the AMC and shall, independent of the Customer Relations Team; ensure that the Complaints / Grievances received from Investors are resolved without prejudice in good faith and in the best interests of our Investors thus ensuring retention of Investor's confidence. The investor can expect a reply within 7 business days of approaching the IRO.

(iii) Procedure 3

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

II – Through Registering on SCORES Portal - Effective August 1, 2018

Investors can also register their grievance by registering themselves on www.scores.gov.in. SCORES is a portal developed by SEBI for grievance redress mechanism instead of following the Procedures prescribed under title I - through Quantum AMC. The AMC will redress the grievance within 30 days of the receipt of the grievance through SCORES. If the grievance is not redressed within 30 days then the Complaint shall be registered in SCORES. The AMC suggests

to follow grievance redressal through the AMC before opting the option to redress through Registering on SCORES portal.

Investors can also register their grievance by registering themselves on SCORES if the investors do not receive a response within 30 days of approaching the AMC or if they are not satisfied with resolution received from the AMC.

3. Internal Machinery to handle Investor Queries / Complaints

(i) Resolution of Grievances

The Customer Relations Team receiving the query/complaint is responsible for the resolution of query/complaint. The Senior Manager- Customer Relations at the first level is responsible for ensuring that the query / 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

Queries/Complaints are investigated within the stipulated timelines for handling queries / complaints received at the different levels of escalation. Certain types of queries / complaints, involving fraud, legal inputs and third party (Other banks/Aggregator), needing more time for investigation, are acknowledged accordingly and the turnaround time is communicated to the investor. The communication of the AMC's 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)

The Customer Relations Team is specially trained for handling queries / complaints by trainers. 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.