

GRIEVANCE REDRESSAL POLICY

1. Introduction

At Quantum Asset Management Company Private Limited (AMC), we believe that Partner service is key to maintain sustainable business growth. Partners are the initial point of service for our investors hence we would like to ensure that our Partners receive exemplary service across different touch points of the AMC.

Prompt and efficient service is the key for retaining long lasting relationships. We at Quantum AMC are constantly striving to give our best efforts for the development of Partners, as we believe Partner service is critical to any AMC. Partner queries and complaints constitute the voice of a Valued Partner, 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 the same /reoccurring issues in future.

A Grievance is the feeling or emotion that a person has when he/ she feels that he/ she has not been fair to.

The AMC's Grievance Redressal policy follows the following principles:

1. Partners are treated fairly at all times
2. Queries and complaints raised by Partners are dealt with courtesy and in a timely manner
3. Partners are well informed of the various avenues to raise their queries and complaints within the organization, and the rights given to them if they are not satisfied with the solution to their complaints
4. The AMC employees work in good faith and without prejudice, towards the interests of the Partners.

Query: A Partner contacting the AMC for seeking clarification/information/guidance related to his Empanelment Status, Brokerage Payment, Investor's Investment, Scheme Details or any other concern with regard to the Fund House and its services then the same would be considered as a Query.

Request: Partner contacting AMC for Financial / Non-Financial request like Empanelment, Brokerage Invoices, transaction, Statement of Account, Updation of details etc would be considered as Request.

The AMC has a dedicated Partner Support Team under the overall supervision of the Head-Investor & Partner Services, Ms. Meera Shetty who is responsible for timely and prompt communication to our Partners, while having an open mindset and attitude towards service recovery, and providing alternative solutions to Partners, thus ensuring healthy stable and long lasting relations with our valued Partners.

Interactions received from the Partners will be considered as a complaint for consideration in Grievance Redressal Policy on the basis of set parameters which are explained in Annexure I. 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/miscommunication on part of the Partner or any external agency then such a lapse will not be treated as a complaint.

The set parameters are indicative as on the date of the policy and the AMC can edit / delete / modify / add parameters over a period of time at regular intervals to include / exclude interactions received from the Partners for considering the same as a complaint. Parameters that are wide having more than one interpretation would be interpreted as per set Industry practices / proven nomenclature / precedents for the benefit of the Partners. In case the AMC proactively finds an error in any records of the Partner or otherwise and the AMC initiates rectification of that error in conjunction with the Partner, then such an error if identified by the Partner may not be considered as a complaint.

2. Awareness of the Grievance Redressal mechanism

I – Through Quantum AMC

(i) Procedure 1

Partner queries / complaints arise due to lack of understanding or a deficiency of service experienced by Partners. 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 Partners.

Partners can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. Partners are requested to approach only the AMC directly and not the Registrar or any AMC's service provider/s 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 Partners erroneously approach the Registrar or the AMC's service provider to register a query / complaint, Partners shall receive a response to their query / complaint from the AMC and not from the AMC's service provider/s.

Contact Centre: Partners can call the AMC contact center on 1800 22 3863 or 1800 209 3863 (toll free) on any business day from Monday to Friday between 9.30 am & 6.00 pm to provide feedback & register their queries / complaints.

Email: Partners can send an email to Partnercare@QuantumAMC.com.

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

Quantum Asset Management Company Private Limited,
7th Floor, Hoechst House,
Nariman Point,
Mumbai - 400021, India

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

(ii) Procedure 2

Partners can also independently address Complaints / grievances to Mrs. Meera Shetty, Partner Relations Officer (PRO) in case they are not satisfied with the responses received as per Procedure 1 above at:

Quantum Asset Management Company Private Limited,
7th 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: Partnercare@QuantumAMC.com

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

(iii) Procedure 3

Partners 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 Partner Support Team touch points or to the IRO, or if the Partner is not satisfied with the response received. The Partner can expect a reply within 10 business days of approaching the MD & CEO.

3. Internal Machinery to handle Partner Queries / Complaints

i. Resolution of Grievances

The Partner Support Team on receiving the query/complaint is responsible for the resolution of query/complaint. The Senior Manager - Partner Support at the first level is responsible for ensuring that the query / complaint is resolved with utmost Partner satisfaction and must attempt to offer the Partner alternative solutions, however if the Partner is not satisfied 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), requires more time for investigation, and are acknowledged accordingly after which the turnaround time is communicated to the Partner. The

communication of the AMC on any issue is important and is done clearly with friendly intentions. The Managers are constantly monitoring the action taken for trends.

4. Sensitizing staff on handling complaints (Training)

The Partner Support Team is specially trained for handling queries / complaints by trainers. Training includes both operations and soft skills, as different Partners 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 Partner's confidence.

5. Disclosure of Queries / Complaints

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

Annexure I

The turnaround time for closure of all queries, requests and complaints is 10 working days from transaction/query receipt date.

LIST OF COMPLAINTS

- Non receipt of trail commission
- Partner Registration Related
- AUM transfer request not processed
- GST/Tax invoices not received

List of Complaints Tagged as Others:

- Incorrect communication to Partners via SMS, E-mail etc sent with incomplete/erroneous information.
- Non action of activity agreed in communication, failure of call back, non-dispatch of forms etc.
- Incorrect updation of Partner focused details/data on the website any complaint pertaining to any Data (indicative) pertaining to tax, process, FAQ's etc. which is incorrectly / not completely updated on the website and is not generic in nature but effects the investment decision process of the Partner, will be considered as a complaint.
- Online Investment Related Technical errors while transacting Online on AMC / Fund Website and not on third party / service providers websites such as Banks, Payment Aggregator etc.
- Proven impolite / misbehavior of service personnel Complaint regarding impolite/misbehavior of service personnel will be considered only if the allegation is finally proved based on recorded calls /email trails.

Partners contacting us for any investor related complaints will be handled as per the process mentioned in our investor's [Grievance Redressal Policy](#) and the same would be handled by a dedicated Customer Service Team.

Policy as on February 06, 2020