

## Grievance Redressal Policy

Quantum Asset Management Company Private Limited (AMC) believes that Investor service is a vital element for sustained business growth and ensures that 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 the AMC 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.

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

- 1) Investors are treated fairly at all times
- 2) Requests, Queries and 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 Queries or Complaints
- 4) Queries and Complaints are treated efficiently and fairly.

### 1. AMC

The AMC has a dedicated Customer Relations Team who is responsible for timely and prompt communication with Investors.

Investors can contact the AMC for any queries / complaint / clarifications at email [Customercare@QuantumAMC.com](mailto:Customercare@QuantumAMC.com), Telephone number 1800 209 3863 / 1800 22 3863 (Toll Free) on any Business Days between 9.30 am to 6.30 pm, through website [www.QuantumAMC.com](http://www.QuantumAMC.com) under section Write to Us and by way of letter addressed to Manager - Customercare, Quantum AMC Pvt Ltd., 1st Floor, Apeejay House, 3 Dinshaw Vachha Road, Backbay Reclamation, Churchgate, Mumbai - 400020. The Customer Relations Team shall respond to the queries/complaints within 2 business days. (Depending on the nature of the query/complaint, few responses may take more time,)

If the investors are not satisfied with the response from the Customer Relation Team, they can raise grievance / complaint with Ms. Rina Nathani – Investor Relation Officer at [IRO@quantumamc.com](mailto:IRO@quantumamc.com) telephone number 022-61447800 / by way of letter addressed to Quantum AMC Pvt Ltd. 1st Floor, Apeejay House, 3 Dinshaw Vachha Road, Backbay Reclamation, Churchgate, Mumbai - 400020.

If the Investors are not satisfied with the response received from IRO, they can write to Chief Executive Officer of the AMC at [CEO@Quantumamc.com](mailto:CEO@Quantumamc.com)

## **2. SEBI (SCORES)**

Investor can also raise grievance / complaint directly with SEBI through SCORES – a portal and administrative platform for the aggrieved investors, whose grievances, pertaining to the securities market, remain unresolved by SEBI Registered Entity <https://scores.sebi.gov.in/>

Such complaint will be considered as a “Direct Complaint” and will be redressed by AMC within 21 days without any intervention of SEBI, failing which the complaint shall be registered on SCORES. The AMC suggests to follow grievance redressal through the AMC before opting to raise grievance / complaint directly with SEBI through SCORES.

## **3. SMART ODR PORTAL**

After contacting AMC and SEBI (SCORES), if the investors are still not satisfied with the outcome, they can opt for an online resolution of dispute through Conciliation/Arbitration on SMART ODR Portal at [smartodr.in](http://smartodr.in)

Alternatively, the investors can initiate dispute resolution through the ODR Portal if the grievance lodged with the AMC is not satisfactorily resolved. The AMC may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 calendar days to the investors for resolution of the dispute which has not been satisfactorily resolved between them.

For details on the process and terms & conditions [Click Here](#)

The details of investor complaints/queries will be disclosed on the AMC’s websites as well as on AMFI website on a monthly basis (by 7th of every month) as per SEBI circular dated 10th December 2021.

The Complaints shall be categorized in accordance with the Guidelines prescribed by SEBI and AMFI. Further, the AMC follows stringent standard wherein if there is any error / issue on the part of the AMC, then same shall be considered as complaint even if such request / query is not categorized as Complaint as per the SEBI / AMFI guidelines.