

Complaint Redressal and Dispute Settlement Mechanism

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. 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 client.

- 1) In the event the Client has any grievance on the services standards or reporting, then the Client shall contact the customer services team at Investor.Relations@banyan-capital.com or 91-9560076149. The customer services team shall acknowledge the receipt of the email within two (2) working days. Further, the customer services team shall, within a period of twenty-one (21) calendar days, address the grievance of the Client and write to the Client in the form of an Action Taken Report (ATR) stating the action taken, and where the grievance is of the nature that can be repetitive, the steps taken so that the grievance does not arise again.
- 2) In the event the Client is not satisfied with the resolution provided by the customer services team, the Client can contact the:
 - a) Our Compliance Officer Mr. Ajay Sirohia, email id: Compliance@banyan-capital.com and phone no. +91-9560021124.
 - b) You may also approach Principal Officer Ms. Shaheen Akhtar, email id: Compliance@banyan-capital.com and Phone No. +91-9560021124.
- 3) In case Client does not get a response or is not satisfied with the response provided, he/she may approach SEBI. The complaint has to be filed in SEBI Complaints Redress System (SCORES) at <https://scores.sebi.gov.in/> or via Smart Online Dispute Resolution portal at <https://smartodr.in/login> or via app: [Google Play](#) / [Apple App Store](#).
- 4) In the event of a disagreement, dispute, difference, claim, or question whatsoever between the Client and the Investment Adviser and/or their respective representatives, the same shall be submitted to and settled by a sole arbitrator under the provisions of the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by the Investment Adviser, and the arbitration proceedings shall be held at Delhi or such other place as the Investment Adviser thinks fit. The rules of arbitration shall be as approved by the Partners of the Investment Adviser which shall be provided to the Client upon request. The expenses of the arbitration shall be shared by both Parties.

Grievance Redressal / Escalation Matrix

Grievance redressal / escalation matrix

Details of Designation	Contact Person Name	Address where the physical location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Shubham Jain	HPG House, 3 rd Floor, 19 Nehru Place, New Delhi-110019	9560076149	Investor.relations@banyan-capital.com	Monday to Saturday 9:00 AM to 6:00 PM. 2 nd and 4 th Saturdays are non-working.
Compliance Officer	Ajay Sirohia	HPG House, 3 rd Floor, 19 Nehru Place, New Delhi-110019	9560021124	compliance@banyan-capital.com	Monday to Saturday 9:00 AM to 6:00 PM. 2 nd and 4 th Saturdays are non-working.
Principal Officer	Shaheen Akhtar	HPG House, 3 rd Floor, 19 Nehru Place, New Delhi-110019	9560021124	compliance@banyan-capital.com	Monday to Saturday 9:00 AM to 6:00 PM. 2 nd and 4 th Saturdays are non-working.

Registered office: D-51, Gulmohar Park, New Delhi-110049

Correspondence Address: HPG House 3rd Floor, 19 Nehru Place, New Delhi-110019, India

Email: info@banyan-capital.com | www.banyan-capital.com

SEBI Registration Number: INA000022525