

BURMAN CAPITAL MANAGEMENT PRIVATE LIMITED

Grievance Redressal Policy

(Private & Confidential)

Office Address:

Burman Capital Management Private Limited

2nd Floor, Express Building, 9-10 Bahadur Shah Zafar Marg, New Delhi-110002

1. INTRODUCTION

Burman Capital Management Private Limited (“**Company**”) is a company incorporated under the provisions of the Companies Act, 2013 and having its registered office at 4th Floor, Punjabi Bhawan, 10 Rouse Avenue, New Delhi-110002. The Company is a portfolio manager registered with the Securities and Exchange Board of India (SEBI) under SEBI (Portfolio Managers) Regulations, 2020 (“**Regulations**”) bearing the registration number INP100007091.

2. OBJECTIVE

The objectives of this grievance redressal policy (“**Policy**”) is to inform the client about the manner in which the Company shall address all complaints regarding service deficiencies or causes for grievance, for whatever reason, in a reasonable time and manner. Terms not defined under this policy shall have the meaning as ascribed to the term under agreement executed with the client (“**Client Agreement**”).

3. GRIEVANCE REDRESSAL POLICY

- (i) **Amicable settlement**: The personnel/s of the Company, as listed out in the disclosure document, will attend to and address any client query/concern/grievance and aim to resolve the same amicably through good faith discussions. If a client still remains dissatisfied with the remedies offered or the stand taken by the personnel/s of the Company, the Client and the Company shall abide by the dispute settlement mechanism as stated below in point (ii) or (iii). However, the client and the Company shall, at all times, be bound by the provisions of the Client Agreement during the continuance of grievance redressal process which shall include the effects of acts done in good faith and all risk or losses arising out of normal business practices in relation to investments in Client's account and terms agreed under the Client Agreement and Disclosure Document.
- (ii) **SCORES mechanism**: A client may register its grievance/complaint through SCORES (Sebi COmplaints REdress System), post which SEBI may forward the complaint to the Company and the Company shall endeavor to suitably address the same.
- (iii) **Arbitration**: Without prejudice to point (i) and (ii) above, any dispute arising out of or in relation to the Client Agreement shall be submitted to arbitration by the Client and the Company (“**Party/ies**”) under the Arbitration and Conciliation Act, 1996. The dispute shall be referred to and resolved by arbitration by a sole arbitrator to be mutually appointed by Parties. In case the Parties are unable to appoint a sole arbitrator, the arbitration shall be before 3 (three) arbitrators, with each Party entitled to appoint an arbitrator and the third arbitrator being the presiding arbitrator

appointed by the two arbitrators. Each Party will bear the expenses / costs incurred by it in appointing the arbitrator and for the arbitration proceedings. Further, the cost of appointing the presiding arbitrator will be borne equally by the Parties. The venue and seat for such arbitration proceedings shall be New Delhi and the language of the arbitration shall be English.

- (iv) ODR: Where any dispute is not resolved, either of the Parties can initiate dispute resolution through Online Dispute Resolution Portal (ODR Portal) as specified by SEBI vide SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131/ dated July 31, 2023, which shall be held in accordance with the process laid down by SEBI in this regard.