

GYR CAPITAL ADVISORS PRIVATE LIMITED

Investor Grievance Redressal Policy

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Introduction:

This Investor Grievance Redressal Policy outlines the procedures and mechanisms put in place by GYR Capital Advisors Private Limited ("GYR") to address and resolve grievances raised by investors. The policy aims to ensure transparency, fairness, and efficiency in handling investor complaints, thereby maintaining trust and confidence in the company.

Objective:

The objective of this policy is to establish a structured framework for addressing and resolving investor grievances promptly and effectively. The policy aims to provide a clear and accessible procedure for investors to voice their concerns and seek redressal for any grievances related to their investments in the company.

Scope:

This policy applies to all individual and institutional investors who have invested in GYR Capital Advisors Private Limited and have a valid complaint or grievance regarding their investment or the services provided by the company.

Grievance Categories:

Investor grievances may pertain to various aspects, including but not limited to:

- a. Allotment/Refund Related
- b. Legal Notices
- c. Non-updation of contact details or change in investor information
- d. Cases involving 3rd Party
- e. All other cases

Grievance Redressal Mechanism:

The following steps outline the grievance redressal mechanism to be followed by investors:

Step 1: Lodging the Complaint

SEBI Complaints Redress System (SCORES)- SEBI maintains SCORES which is a web based centralized grievance redressal system of SEBI. Investors can lodge their grievances / complaints through the SCORES link available on the SEBI website. SCORES enables investors to lodge and follow up their complaints and track the status of redressal of such complaints online from the above website from anywhere. Investors can also lodge grievances / complaints in physical form at any of the offices of SEBI. Such grievances complaints would be scanned and uploaded in SCORES for processing.

- E-Mail: Investors can log their complaint or escalate the investor grievance to an email id titled investors@gyrcapitaladvisors.com.
- Grievance Redressal Officer: Investors can contact the Compliance Officer for redressal of issues.

Step 2: Acknowledgment of Complaint



Upon receiving the complaint, the compliance officer will acknowledge the receipt within 7 business days.

The acknowledgement will include a unique complaint reference number for future reference.

Step 3: Investigation and Resolution

The Compliance Officer will initiate an investigation into the complaint and take necessary steps to resolve the grievance promptly.

The Compliance Officer may request additional information or documents from the investor, if required, to facilitate the investigation.

The company will strive to resolve the grievance within 3-5 business days from the date of receipt of the complaint.

Step 4: RESOLUTION OF COMPLAINTS

Responsibility

- Primary responsibility is with the Compliance Officer to resolve the complaint for which he would liaise with the other relevant departments
- If the issue cannot be resolved by the Compliance Officer, the same will be escalated to the Senior Management
- All complaints received shall be recorded internally including how the same has been resolved

Time for Response

General Turn Around Time (TAT) for response to complaint is (from the receipt of the valid complaint in writing):

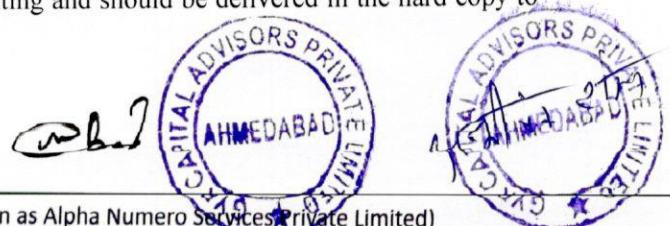
- Allotment/ Refund related – 10 working days
- Legal notices – 30 working days
- Cases involving third party- 30 working days
- Fraud related – 45 working days
- All other cases- 30 working days
- Scores related- as specified by the regulator from time to time

Step 6: Regulatory Authority

In case the investor remains dissatisfied with the resolution at the company level, they have the option to approach the relevant regulatory authority or ombudsman for further redressal.

Escalation of Complaints

If an investor is not satisfied with the resolution provided through various channels or the method of handling complaint; the investor can escalate the issues to the next higher level i.e. to the Director of the Company. Such escalation should be made in writing and should be delivered in the hard copy to the Corporate Office of the Company



Review and Amendments:

This policy will be reviewed periodically to ensure its effectiveness and relevance.

Any amendments to the policy will be approved by the Board of Directors.

