

Succinct FinTech Services Private Limited

SEBI Registered Investment Advisers Registration No. INA200008705

Grievance Redressal Process

We believe that Investor service is a vital element for sustained business growth, and we want to ensure that our Investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships and therefore Investor satisfaction becomes critical to us, especially since we 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. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

- Investors will be treated fairly at all times
- Complaints raised by Investors will be dealt with courtesy and in a timely manner
- Queries and Complaints will be treated efficiently and fairly

The Investment advisor and employees work in good faith and without prejudice, towards the interests of the Investors.

The Investment Advisor has a dedicated Client Servicing Team which is responsible for timely and prompt communication with our clients, while having an open attitude towards service recovery, and providing alternate solutions to investors, thus ensuring healthy relationships with our clients. The Client Servicing Team is headed by Mr. Soubhagya Kumar Patra (soubhagya.patra@succinctfintech.com).

Grievance Redressal 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. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team at clientservices@succinctfintech.com. Alternatively, the Investor may call on +91-80-4112 3767.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

Mr. Soubhagya Kumar Patra
Succinct FinTech Services Private Limited
No.4, RCC Chamber, 2nd Floor, 30th Cross, 4th T Block Jayanagar, Bannerghatta Road
Extension, Bengaluru, Karnataka, 560041

3. Clients can write to the Investment Advisor at soubhagya.patra@succinctfintech.com if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Investment Advisor.
4. Clients can report their grievances using any of the three methods as briefed above. Any other means or modes used to report the grievances could go unnoticed due to the challenges in keeping track of the same; Investment Adviser doesn't guarantee/ assure the resolution in case other means or modes are used for grievance reporting.
5. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI office on toll free Helpline at 1800 22 7575/ 1800 266 7575. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link: <http://scores.gov.in> or you may also write to any of the offices of SEBI.
6. "The Parties hereby agree to undertake online conciliation and/or online arbitration by participating in the ODR Portal (accessible at [<https://smartodr.in/login>]) and/or undertaking dispute resolution in the manner specified in this Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131."

Succinct FinTech Services Private Limited

Corporate Identification Number (CIN) U93000KA2011PTC059619
SEBI Registered Investment Advisers Registration No. INA200008705
(Type of Registration- Non-Individual, Validity of Registration- Oct 30, 2017 - Perpetual)
BASL Membership ID - 1095

Address: No 4, RCC Chamber, 2nd Floor, 30th Cross, 4th T Block Jayanagar, Bannerghatta Road Extension,
Bangalore, Karnataka, 560041

Contact No: +91-80-4112-3767, Email: clientservices@succinctfintech.com

SEBI regional/local office address - Jeevan Mangal Building, Hayes Rd, off, Residency Rd, Shanthala Nagar,
Ashok Nagar, Bengaluru, Karnataka 560025 Tel : +91-080-2222-2262

Compliance Officer: Mr. Soubhagya Kumar Patra, Contact No: 91 99869 91220, Email:
soubhagya.patra@succinctfintech.com