

CLIENT QUERIES AND 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 on service@candurainvestmentadvisors.com.

Alternatively, the Investor may call us at +91 98910 07517.

2. A letter may also be written with their query/complaint and posted at the below mentioned address:
 - **Registered Address:** PNA-102, The Pinnacle, DLF Phase-V, Sector-43, Golf Course Road, Gurgaon-122009, Haryana
 - **Correspondence Address/Principal Place of Business:** Office 321, Altrade Business Centre, 3rd Floor, Platina Tower, M.G. Road, Sector-28, Gurgaon-122001, Haryana
3. Clients can write to the Investment Adviser at brijesh@candurainvestmentadvisors.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. 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. SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link: <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

Internal Grievance Redressal Process

The Client Servicing Team receiving the query/complaint is responsible for the resolution of query/complaint. The Service Manager - Customer Relations at the first level is responsible for ensuring that the query / complaint is resolved to the investor's satisfaction and must attempt to offer the investor alternate solutions, however if the investor remains unsatisfied with the resolution, he can escalate the issue through the grievance redressal mechanism.

We aim to resolve any complaints within ten working days. Certain types of queries / complaints, involving fraud, legal inputs and third party (distributors, service providers), needing more time for investigation, are acknowledged accordingly and the turnaround time is communicated to the investor.