

Investor Grievance Redressal Policy

Registration of Complaints

The various channels available to Investors for registering the complaints are as follows:

- E-Mail : Investors can log their complaint or escalate the investor grievance to an email id connect@probitus.in
- Phone numbers of the Adviser : 02245180328

Resolution of Complaints :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/email) and not more than as follows

- Investment Advisory related – 2 weeks from date of complaint
- 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 Note: The above TAT can change depending upon the nature and complexity of complaint

Escalation of Complaints

Step 1: 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 .

In case, investor is not satisfied with my response, he /she can lodge his / her grievances with SEBI at website for SEBI Complaints Redress System (SCORES) <http://scores.gov.in> or he / she 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. Investor may also note the following SEBI regional / local office address:

SEBI Office Add: Plot no C 4A. G Block, Near Bank of India, BKC, Mumbai 400051

The complaint shall be lodged on SCORES within one (1) year from the date of cause of action, where:

- The complainant has approached Kavitha Menon, for redressal of the complaint and Kavitha Menon has rejected the complaint OR,
- The complainant has not received any communication from Kavitha Menon OR,
- The complainant is not satisfied with the reply received or the redressal action taken by Kavitha Menon.

If the Investor is not satisfied with the extent of redressal of grievance by Kavitha Menon, there is a one-time option for 'review' of the extent of the redressal, which can be exercised within 15 (fifteen) days from the date of closure of the complaint on SCORES.

Step 2: ODR Portal

After exhausting these options for resolution of the grievance, if the Investor is still not satisfied with the outcome, he/ she/ they can initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>. The investor(s) can also directly initiate dispute resolution through the ODR Portal if the grievance lodged with Kavitha Menon is not satisfactorily resolved at any stage of the subsequent escalations mentioned above. Further, the dispute resolution through the ODR Portal can be initiated when the complaint/ dispute is not under consideration

- In terms of the paragraph steps given above
- Not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Market Participant).

Alternatively, the Investor can directly initiate dispute resolution through the ODR Portal, if the grievance lodged with Kavitha Menon is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.

The link to the SEBI Master Circular and the ODR portal is available on our website <https://probitus.in/contact-us>