COMPLAINT HANDLING AND GRIEVANCE REDRESSAL POLICY

Version 1.1

May 2026

1. Introduction

IBISP IFSC Private Limited (“the company") is a Registered Fund Management Entity (Non-Retail) registered with the International Financial Services Centres Authority (IFSCA) under the IFSCA (Fund Management) Regulations, 2025 (“IFSC FM Regulations”) as amended or supplemented, including any guidelines, circulars, notifications and clarifications framed or issued there under and acting as the fund manager entity of the fund/s or scheme/s launched or to be launched as the case may be under IFSC FM Regulations with registration number FDM2026FNR0982.

2. Purpose

This policy outlines the framework for handling and resolving complaints and grievances in a transparent, fair, timely and efficient manner through adequate review mechanisms. This policy aims at resolving clients'/investors' complaints through a structured framework. It also aims to ensure compliance with applicable regulations.

The list of matters that shall not constitute as ‘complaint’ has been provided in Schedule-I of IFSCA Circular titled ‘Complaint Handling and Grievance Redressal by Regulated Entities in the IFSC’ bearing no. F. No. IFSCA-LPRA/3/2024-Legal and Regulatory Affairs dated December 02, 2024.

3. Procedure

The company has built a system to ensure just and fair redressal of grievances which is in accordance with the regulations issues by International Financial Services Centres Authority (IFSCA) on Complaint Handling and Grievance Redressal.

For the purpose of Complaint Handling and Grievance Redressal and in accordance with the guidelines issued by IFSCA, following persons have been appointed as Complaint Redressal Officer (CRO) and Complaint Redressal Appellate Officer (CRAO):

Complaint Redressal Officer (CRO)	Mayurkumar Patel	mayur@ibisp.in
Complaint Redressal Officer Appellate (CRAO)	Kartik Maniktala	kartik@ibisp.in

Complaint Handling Procedure

a) The complaint shall be sent over email to CRA, on receipt of a complaint, CRO shall assess its merits.

i. If complaint is accepted CRO shall acknowledge the complaint, in writing, within 3 working days of receipt of the complaint.

ii. In case of non-acceptance, the CRO shall inform the complainant within 5 working days along with reasons.

Provided that, where the CRO is or was involved in the conduct of the financial transaction, which is the subject matter of the complaint, the complaint shall be handled by another officer designated by the IBISP, in a fair and impartial manner.

c) The CRO may ask for additional information from the complainant while processing the complaint.

d) The CRO shall dispose of complaint within 30 days of acceptance of complaint. CRO shall provide appropriate corrective actions to be implemented.

e) In case of rejection of a complaint, the CRO shall provide reasons for rejection, in writing to the complainant.

The complaint shall be examined and processed in a fair, transparent, professional and impartial manner.

4. Appeal Mechanism

a) If a complainant is not satisfied with the resolution provided by the CRO or if the complaint has been rejected by the CRO, the complainant may file an appeal before the CRAO preferably within 21 days from receipt of the decision from the CRO.

b) The CRAO shall dispose of the Appeal within a period of 30 days after the appeal.

5. Complaint before the Authority

If the complainant is not satisfied with the decision of the company and has exhausted the appellate mechanism, a complaint may be filed before the Authority through email to grievance-redressal@ifsca.gov.in preferably within 21 working days from the receipt of the decision from the company.

6. Closure of Complaint

A complaint shall be considered closed when the complainant communicates their satisfaction with the resolution or if a reply is not received from the complainant within 30 working days from the date the resolution was proposed. All communications shall be done in writing.

7. Maintenance of records

The Compliance Officer shall maintain all records relating to handling of complaints, which will include

i. Complaints received and processed
ii. All correspondence exchanged between the Regulated Entity and the complainants;
iii. All information and documents examined and relied upon by the Regulated Entity while processing of the complaints;
iv. Outcome of the complaints
v. Reasons for rejection of complaints, if any;
vi. Timelines for processing of complaints
vii. Data of all complaints handled by it.

b) The company shall maintain records in electronic retrieval form for at least six years from the date of disposal of complaint

Provided further that in case of any pending litigation or legal proceeding relating to the complaint, the record shall be maintained for the applicable period, after final disposal of the proceeding.

8. Reporting Requirements

The report on complaint handling shall be filed with the Authority as per the regulations.

The Complaint Handling and Grievance Redressal details shall be present in the Annual Report, if the entity is required to file an annual report for its business activities in the IFSC under the applicable laws.

The section shall also provide data on all complaints received, resolved, rejected and pending during the year.

9. Role of Compliance Officer

The compliance officer shall ensure that handling and disposal of complaints by the Regulated Entity are in accordance with the regulatory requirements specified by IFSCA.

10. Review of the Policy

The policy shall be reviewed annually or as and when required, to incorporate any changes in regulations and operational requirements.

11. Policy Availability

The policy shall be available on the company's website at www.ibisp.in .