GRIEVANCE REDRESSAL POLICY

Objective

As per Fair Practices Code mandated by the Reserve Bank of India, Adventz Securities Enterprises Limited, needs to adopt a Grievance Redressal Policy/Mechanism, duly approved and adopted by the Board of Directors. The Policy will be applicable on the Company w.e.f. 01st April, 2018.

The Company's Grievance Redressal Policy fulfills the following principles:

a) To provide the best customer service support by adhering to laid down procedure
b) To comply with the regulatory guidelines as required for this function.

The below policy is meant to deal with Grievances raised by any clients of the Company and is not meant for internal complaints/ grievances by the staff members of the Company.

Grievance/Complaint

A "Grievance/Complaint" is an expression of dissatisfaction with the service provided by the Company, either made orally or in writing, from any clients. A client may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation from the Company.

Grievance Redressal Mechanism

1. In order to effectively understand and address client's grievances, the Company has opened a single point channel of communication by designating the Company Secretary as the "Grievance Redressal Officer". This channel will be adequately displayed on the notice board of the offices/ branches of the Company. This Channel can be accessed either through physical correspondence or mail:

   Company Secretary
   Adventz Securities Enterprises Limited
   Hongkong House
   31, B. B. D. Bagh(s)
   Kolkata 700 001
   Email: cs.asel@poddarheritage.com

2. The Grievance Redressal Officer will examine the matter and respond to complaints as soon as possible, within a period not exceeding 30 days from the date of receipt of the complaint/ grievance.

3. In addition to the above, a robust escalation matrix has been set up as under:
   If any customer is not satisfied with the resolution provided by the Grievance Redressal Officer, then escalation can be made to corp@poddarheritage.com or write to:

The Board of Directors

Adventz Securities Enterprises Limited
Hongkong House
31, B. B. D. Bagh(s)
Kolkata 700 001

In case the customer is not satisfied by the response provided by the Board of Directors, or in case the grievance is not redressed within a period of one month from the date of its first submission, then he can write to:

Officer-in-Charge

Reserve Bank of India,
Department of Non-Banking Supervision,
5thFloor, 15, N.S. Road, Kolkata–700001

4. The Board of Directors shall also provide for periodical review of the compliance and the functioning of the Grievances Redressal Mechanism. A report of such reviews may be submitted to the Board at such intervals, as decided by the Board of Directors.

5. The policy would be available at all branches of the Company and all the employees of the Company will be made aware of this policy.

6. The Company does not have a direct customer interface. It provides loan to corporates based on specific discussion. Any changes in terms and conditions are discussed and implemented only after mutual discussion.

Revision and Review

Pursuant to any subsequent amendments or any statutory modifications or re-enactments in the above stated guidelines/ norms/ clarifications or in any other applicable acts/ regulations, if there is any change in any of the parameter(s) framed by the Board, than the act/regulation will have overriding effect on the parameter (s). The policy may be subject to revision in accordance with the changes and directions as per RBI guidelines.

The Company shall review the above Policy in every two years based on its own experience, business need and RBI guidelines in this regard. Due to the Covid pandemic and disruptions, the entire policy could not be reviewed during 2020 and 2021. This has been reviewed and modified in the Board meeting dated 18/04/2023.