



AFCO CAPITAL INDIA PRIVATE LIMITED

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### **Investor Complaint Redressal Mechanism**

AFCO Capital India Private Limited values the interest of the investor, and shall always take as a priority the Investor Protection, and shall lay down the policies aimed at redressing the complaints of the Investor. With a view to ensure speedy and effective resolution of claims, differences and disputes the Company lays down the following redressal mechanism:

1. The Company has a dedicated email id [investorgrievances@afcogroup.in](mailto:investorgrievances@afcogroup.in) for investor grievances on which the investors can directly send any complaint/ grievance. The said e-mail ID shall also be displayed on the official website of the Company [www.afcogroup.in](http://www.afcogroup.in).
2. Any email related to an Investor grievance/complaint shall be sent to the Compliance Officer of the Company.
3. The Compliance Officer shall follow up the email with the respective department and ensures appropriate actions on the same.
4. The full details of the written complaint shall be passed to the concerned department by the Compliance Team.
5. Other than the dedicated email, the investor may also send a written complaint through a letter directly to Company which then should be sent to the Compliance Officer, who shall follow the same procedure as given above in respect of the e-mail based complaint.
6. The Compliance Officer shall also maintain a Register of Investor Grievances in which primary details of every complaint shall be entered. Format of the Complaint Register is enclosed herein.
7. The concerned department with the assistance of the Compliance Department shall obtain all information available on the complaint which is considered necessary for a proper investigation, look into the necessary information and make possible attempts to resolve the same.
8. If the complaint involves sourcing information and carrying out investigation at Company level, then the Company intends to resolve the same within 15 working days, except any complicated cases, which the Compliance Officer and the concerned department believe would take more time. However, if the complaint involves sourcing information and carrying out investigation from third parties, we shall intend to resolve the complaint as soon as possible depending on the availability of information from the said third parties. On the Company's part, we shall do the necessary follow-up in regard to the complaints with the concerned parties.
9. A serious complaint (where the written response does not settle the issue) would be referred to the Investor Grievance Redressal Committee of the Company by the Compliance Officer. Any serious complaint shall be referred to the aforesaid committee within 7 days from the day the compliance officer declares the same as to be referred. The committee shall take up the matter on an urgent basis, and shall resolve the matter within 15 days other than the matters as discussed in point 8 of the policy.
10. The Compliance Officer of the Company shall review the investor complaint register on a regular basis to find out the status of the complaints whether the same has been resolved within time or not.



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Format of Complaint Register

| S.No. | Name of the Complainer | Details of the Compliant in brief | Complaint forwarded to the relevant department and the date | Complaint resolved on written response, if yes | Complaint referred to Investor Grievance redressal Committee, if needed | Is the complaint resolved, and on which date | Remarks |
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