



GRIEVANCE REDRESSAL POLICY (PORTFOLIO MANAGEMENT SERVICES)

Scient Capital Private Limited | SEBI Registered Portfolio Manager

SEBI Register No: INP000005166

Registered Office: 607, Reena complex, Nathani Rd, Khalai Village, Vidyavihar West, Mumbai, 400086

1. OBJECTIVE & PURPOSE

Scient Capital Private Limited is committed to providing high-quality Portfolio Management Services (PMS) and maintaining a mutually respectful relationship with its clients. This Grievance Redressal Policy outlines a structured mechanism to ensure that all client grievances, complaints, and queries are addressed fairly, transparently, promptly, and in strict compliance with the Securities and Exchange Board of India (SEBI) (Portfolio Managers) Regulations.

2. SCOPE AND APPLICABILITY

This policy applies to all existing and prospective clients availing of or intending to avail of the Portfolio Management Services offered by the Company.

3. HOW TO LODGE A GRIEVANCE

Clients who wish to lodge a complaint or seek clarification regarding their PMS accounts, investments, fees, or operational issues may do so through any of the following official communication channels:

- **Email:** connect@scientcap.com
- **Written Letter / Courier:** To be sent to the Registered Office address mentioned above, marked to the attention of the "PMS Investor Relations Desk".
- **Essential Information Required:** To ensure quick resolution, the communication must include the Client Name, Portfolio Account Number / PAN, Registered Contact Number, and a detailed description of the grievance along with supporting documents, if any.

4. INTERNAL ESCALATION MATRIX & REDRESSAL MECHANISM

The Company follows a time-bound, multi-level internal escalation mechanism to ensure thorough review and resolution of all grievances:

Level 1: Customer Support / Investor Relations Desk -

Upon receipt of a complaint at connect@scientcap.com, an automated or manual acknowledgment containing a unique ticket/reference number will be sent to the client within 2 working days. The Investor Relations team will investigate the matter and aim to provide a formal resolution within 10 to 15 calendar days.

Level 2: Compliance Officer -

If the client does not receive a response within the stipulated time, or if the resolution provided at Level 1 is unsatisfactory, the client may escalate the matter to the Compliance Officer.

Contact Email: rishi.chaturvedi@scientcap.com | Phone: +91 9819912634

Resolution Time: The Compliance Officer will review the escalation and provide a definitive response within 7 calendar days of the escalation.

Level 3: Principal Officer -

If the grievance remains unresolved or the client remains unsatisfied with the Compliance Officer's response, the matter can be escalated to the Principal Officer of the Company.

Contact Email: raju.cs@scientcap.com | Phone: +91 9739010590

The maximum turnaround time (TAT) for resolving any investor grievance internally shall not exceed 30 calendar days from the date of initial receipt of the complaint.

5. EXTERNAL REDRESSAL MECHANISMS (SEBI SCORES & ODR PORTAL)

If the grievance is not redressed by the Company within 30 calendar days, or if the client is not satisfied with the final internal resolution provided, the client has the right to approach external regulatory authorities:

- **SEBI SCORES Portal:** Clients can lodge their complaints online with SEBI through the SCORES (SEBI Complaints Redress System) platform at <https://scores.gov.in> or via the SCORES mobile application.
- **Smart ODR Portal:** Alternatively, in line with SEBI's master circular on online dispute resolution, clients can initiate dispute resolution through the Smart Online Dispute Resolution (Smart ODR) Portal at <https://smartodr.in/login>.

6. RECORD KEEPING AND DISCLOSURE

- The Compliance Team will maintain a centralized register of all grievances received, tracking the date of receipt, details of the complaint, action taken, and date of final resolution.
- In accordance with SEBI disclosure norms, the Company will periodically upload data regarding the number of complaints received, resolved, and pending on its official website.

7. POLICY REVIEW

This policy is subject to annual review by the Board of Directors or Senior Management to incorporate any updated regulatory directives or procedural improvements.