



ARYA ONE GLOBAL IFSC LLP

Investor Grievance Redressal Policy

1. Objective

This Investor Grievance Redressal Policy (“Policy”) establishes a transparent and time-bound mechanism for handling and resolving investor complaints or grievances received by Arya One Global IFSC LLP (“FME” or “the Firm”), in accordance with the applicable laws, regulations, circulars, and guidelines issued by the International Financial Services Centres Authority (“IFSCA”) from time to time.

2. Scope

This Policy applies to all investor grievances relating to the investment schemes or funds managed by Arya One Global IFSC LLP, including complaints regarding:

- Fund operations and disclosures
- Contribution/withdrawal processing
- Performance reporting
- Conflict of interest issues
- Compliance with terms of the Contribution Agreement or PPM
- Any other investor-related issue connected with the management of the fund

3. Designated Officers

To ensure impartial and structured redressal of investor complaints, the following officers shall be appointed:

- Complaint Redressal Officer (CRO): The Compliance officer shall be designated as the Complaint Redressal Officer (CRO) and shall be responsible for receiving, reviewing, and resolving investor complaints.

- Complaint Redressal Appellate Officer (CRAO): The Principal officer shall be designated as the Complaint Redressal Appellate Officer (CRO) and shall be responsible for handling appeals arising from unresolved or unsatisfactory decisions of the CRO.

Names and contact details of the CRO and CRAO shall be displayed on the FME's website and updated from time to time.

4. Modes of Submission of Complaints

Investors may submit complaints via any of the following modes:

- Email to the official investor grievance address

grievanceredressal@aryaoneglobal.com

- Physical submission at the FME's registered office

- Through the online grievance form available on the website

All complaints must include the investor's full name, contact details, fund name, and a detailed description of the issue.

5. Grievance Redressal Procedure

Upon receipt of the complaint:

1. Acknowledgement: On receipt of a complaint, CRO of the FME shall make an assessment on the merits of the complaint.

Pursuant to assessment,

- In case of acceptance, the FME shall acknowledge acceptance of complaints, in writing, within 3 working days of receipt of the complaint.

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

2. Review & Resolution: The CRO shall examine the complaint and coordinate with relevant internal teams to assess and resolve the matter. The FME may ask for additional information from the complainant while processing the complaint. The FME shall dispose of complaint preferably within 30 days of acceptance of complaint. The FME may either resolve the complaint or reject the complaint.

3. Intimation to Investor: The FME shall communicate to the investor in writing or via email, along with appropriate justification

6. Appeal Process

If the investor is not satisfied with the resolution provided by the CRO or if the complaint is rejected:

- The investor may file an appeal with the CRAO within 21 (twenty-one) days from the date of receipt of the CRO's decision.
- The CRAO shall review the appeal and provide a final response within 30 (thirty) days.

7. Escalation to IFSCA

If the investor remains dissatisfied after exhausting the internal grievance redressal and appellate mechanism of the FME, a complaint may be filed with IFSCA by sending an email to:

grievance-redressal@ifsc.gov.in

This should preferably be done within 21 (twenty-one) days from the receipt of the CRAO's decision.

8. Arbitration

Notwithstanding anything contained herein, any dispute that remains unresolved by the internal grievance redressal process may be referred to arbitration, in accordance with the provisions of the Contribution Agreement executed between the Investor and the FME.

9. Record Keeping

The FME shall maintain a register of all investor grievances received, resolved, and pending, along with relevant details, timelines, and outcomes. These records shall be retained for a minimum of 8 (eight) years or such other period as may be prescribed by IFSCA.

10. Disclosure

A summary of investor grievances and status of redressal shall be disclosed to investors periodically, in accordance with the disclosure norms set out in the fund's PPM and IFSCA regulations. The policy shall also be made available on the FME's website.

11. Review and Amendments

This Policy shall be reviewed periodically and updated as necessary to remain compliant with applicable laws, regulations, and guidance issued by IFSCA.

Approved By:

Governing Body

Effective Date: April 1, 2025