

GRIEVANCE RAISING MECHANISM

1. Introduction -

Joindre Portfolio Management Services is SEBI Regulated Portfolio Manager is a division of Joindre Capital Services Ltd

We believe that to keep the interest of the investors the queries and complaints should be treated fairly and in timely manner. The investors are provided with the information on how to raise their issues and complaints and escalate if they are not satisfied with the resolution or handling.

2. Grievance Raising Mechanism

1. Investors are entitled to make the complaint to the designated person of the Portfolio Manager from their registered email ID.
2. Investors can reach Joindre PMS through email at:
pms@joindre.com
3. Investors can call Joindre at:
Telephone No - 022-40334731/4733
Contact Person - **M.A.Parameswar**
9821124999
4. Investors can send letters to Joindre at;
JOINDRE CAPITAL SERVICES LTD
29-32, 3rd Floor, 9/15 Bansilal building
Homi Modi Street
Fort Mumbai-400023
Telephone no-02240334567/4569
5. If Investors are not satisfied with the response from JOINDRE PMS, they can lodge their grievances with SEBI at <https://scores.gov.in/scores/Welcome.html> or may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575
6. The Online dispute resolution mechanism will be as per Schedule III of SEBI PMS Regulations circular **SEBI/HO/OIAE/IGRD/CIR/P/2023/156 Dated September 20, 2023**
7. Schedule III of SEBI PMS circular for Online Dispute Resolution Mechanism is as follows

Schedule III
(To SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023)

