

Policy for Investor Grievance Redressal

The Company has a designated email id investorgrievances@pumarth.com for handling investor grievances on which clients/investor can make a complaint.

An Investor can make a written complaint through letter at 5/5-A, Navratan Baug, Behind Vishesh Hospital, Off. Geeta Bhawan Sqr., Indore or fax at 0731-4241999 also.

Designated person checks the designated investor grievances email id on a daily basis to check whether any new complaint has been lodged or not.

The full details of the complaint are thereafter informed to the Compliance Officer of the Company as soon as it is received.

A correspondence either by letter or mail is mandatorily made to the investor who has submitted written complaints acknowledging receipt of the complaint.

The Company follows the practice of resolving the investor complaint within suitable period from the receipt of the same.

The Compliance Officer of the Company reviews the investor complaints, if any received, on weekly basis to find out whether complaint has been resolved within time period.

If any serious complaint is received (where the written response does not settle the issue), same is referred to the Top Management of the Company.

The Compliance Officer of the Company reviews the investor complaint register on monthly basis to find out whether complaint has been resolved within period and inform about the same to Top management.