

## NEOMILE ASSET MANAGERS PRIVATE LIMITED

### GRIEVANCE REDRESSAL POLICY

| Document Control                         |   |
|--|---|
| <b>Title</b>                             | Grievance Redressal Policy                          |
| <b>Policy Owner</b>                      | Neomile Compliance Team                             |
| <b>Approved By</b>                       | Board of Directors dated 08 <sup>th</sup> June 2023 |
| <b>Version Number and effective date</b> | Version no 1.0 dated 08 <sup>th</sup> June 2023     |

#### Version/ Annual Review Details

| S. No | Details of Changes | Date of creation / Change | Author          | Version Number | Approved By        |
|-------|--------------------|---------------------------|-----------------|----------------|--------------------|
| 1     | 1st Policy         | 08th June 2023            | Compliance Team | V.1            | Board of Directors |

## Contents

|  |          |
|--|----------|
| <b>I. INTRODUCTION .....</b>                           | <b>3</b> |
| <b>II. Grievance Raising Mechanism.....</b>            | <b>3</b> |
| <b>III. Internal Grievance Redressal Process .....</b> | <b>3</b> |

## **I. INTRODUCTION**

Neomile Investment Managers Private Limited manages SEBI regulated Alternative Investment Funds. Investor service is a vital element for our sustained business growth and we endeavor that our Investors receive great service from us.

Investor feedback and complaints are key to improve our services. Not each difficult interaction with investor is a complaint. Neomile has established principles and framework handle both queries and grievances. At Neomile, we ensure that:

- a. Investors are treated fairly
- b. Complaints raised by Investors are dealt with courtesy and in a timely manner
- c. Investors are provided with information on how to raise their issues and complaints and escalate if they are not satisfied with the resolution or handling.
- d. A dedicated Customer Services Team is in place to handle customer queries and complaints. The process is supervised by a senior resource.

## **II. Grievance Raising Mechanism**

1. Investors are entitled to make a complaint in writing, orally or telephonically directly to Neomile. Investors that are serviced by their independent advisors or distributors can also raise their complaints through their advisors and distributors.
2. Investors can reach Neomile through email at:  
[aif@Neomilecapital.com](mailto:aif@Neomilecapital.com)
3. Investors can call Neomile at:  
+91 (0) 22 6239 80 80
4. Investors can send letters to Neomile at:  
Neomile Asset Managers Private Limited,  
C1215, OneBKC, Bandra Kurla Complex,  
Mumbai – 400 051
5. If Investors are not satisfied with the response from Neomile, 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

## **III. Internal Grievance Redressal Process**

1. The Customer Relations Team receiving the query/complaint is responsible for the resolution of query/complaint. The Senior Manager- Customer Relations at the first level is responsible for ensuring that the query / complaint is resolved to the investor's satisfaction and must attempt to offer the investor alternate solutions, however if the investor remains unsatisfied with the resolution, he can escalate the issue through the grievance redressal mechanism.

2. Queries/Complaints are investigated within the stipulated timelines for handling queries / complaints received at the different levels of escalation. We aim to acknowledge and respond to queries in two working days and aim to resolve any complaints within five to seven working days. Certain types of queries / complaints, involving fraud, legal inputs and third party (distributors, service providers), needing more time for investigation, are acknowledged accordingly and the turnaround time is communicated to the investor. The communication of Neomile's stand on any issue is important and is done clearly in an investor friendly manner.