

Kotak Investment Advisors Limited

INVESTOR GRIEVANCE REDRESSAL POLICY - AIF

April 2022

BACKGROUND:

Kotak Investment Advisors Limited (“KIAL/Company”) acts as an Investment Manager to various Alternative Investment Funds (“AIFs”) registered with the Securities and Exchange Board of India (“SEBI”).

At KIAL, we believe that Investor Service is a vital element for sustained business growth and we want to ensure that our investors receive exemplary service across different funds. We also believe that prompt and efficient service is essential for retaining existing relationships and therefore, investor satisfaction is paramount for us considering we are the investment managers of various AIFs. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling process through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimise the recurrence of similar issues in future.

KIAL has a dedicated “Investor Relations” desk that is responsible for timely and prompt communication with our investors, while having an open attitude towards service recovery, and providing alternate solutions to investors, thus ensuring healthy relationships with our investors.

Communication received from the Investors will be considered as a complaint for consideration in Grievance Redressal Policy on the basis of broad parameters as determined by the IR team. Those lapses that result in further interactions and can be substantiated/ proved to have occurred due to undue delay/error of KIAL and/or its service providers will, in the normal course be considered as a complaint. In case the lapse is due to misinformation or mistake on the part of the investor or any external agency not appointed by KIAL, then such a lapse will not be treated as a complaint.

These parameters are indicative as of the date of the policy and KIAL can amend these parameters over a period of time at regular intervals after taking into account the nature of interactions with the investors for considering the same as complaint. Parameters that are wide and having more than one interpretation would be interpreted as per set industry practices / proven nomenclature / precedents for the benefit of the Investors.

FRAMEWORK:

Investors can contact KIAL’s Investor Relations Team (“IR Team”) for any queries/complaints. In case they are not satisfied with the response provided by KIAL’s IR Team, they have an option to register their complaints through SEBI’s SCORES platform. However, KIAL suggests to follow the grievance redressal method stated in sub-clause A below before opting to register through the SCORES portal.

A) Through KIAL Investor Relations Team:

Investor queries arise due to lack of understanding of the product and/ or a deficiency in service experienced by Investors. Deficiency in service may include lack of proper explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to

inadequacy of facilities available or through the attitude of staff towards investors. Investors can seek clarification to their query and are further entitled to make a complaint to KIAL's Investor Relations Team through any of the modes mentioned below:

Contact number: The investors can call the Investor Helpline number or send an email to the below mentioned email ID on any business day between 9.00 am - 6.00 pm to register their queries /complaints.

Helpline number:

1. For Kotak Optimus Schemes: 022 -4336 0000 / 0701, 022-6166 0001/ 2
2. For other Kotak AIFs: 022 43360773

Email ID:

1. For Kotak Optimus Schemes: lr.optimus@kotak.com
2. For other Kotak AIFs: lrteam@kotak.com

Letter: Investors can address their query/complaint at the registered office mentioned below:

Kotak Investment Advisors Limited
27BKC, 6th Floor, Plot No. C - 27,
G Block, Bandra Kurla Complex,
Bandra East, Mumbai – 400050

In the normal course, all queries/complaints received by KIAL's Investor Relations Team will be responded within 7 working days/resolved within 30 days from the date of receipt.

B) Through Registering on SEBI's SCORES Portal:

Investors can also lodge their grievance by registering themselves on SEBI SCORES platform at www.scores.gov.in. SCORES is a portal developed by SEBI for grievance redress mechanism. KIAL will redress the grievance within 30 days of receipt of the grievance through SCORES or any other timeline as stipulated by SEBI.

INTERNAL MACHINERY TO HANDLE INVESTOR COMPLAINTS

Queries/Complaints are investigated within the stipulated timelines at the different levels of escalation as maintained by the KIAL. Certain types of queries/complaints, involving fraud, legal inputs and third party, needing more time for investigation, are acknowledged accordingly and the turnaround time is communicated to the investor. The prompt communication of KIAL's stand on any issue is important and is done clearly in an investor friendly manner.

POLICY REVIEW

This Policy shall be amended as and when necessary with the approval of the Committee of Directors ("**COD**") of KIAL.

