

## **Complaint redressal and scores**

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of 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 client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Client Servicing Team on [info@svaninvestments.com](mailto:info@svaninvestments.com). Alternatively, the Investor may call on +91 22 68767700
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

Address: Svan Investment Managers LLP

1001, 10th floor, B Wing,

Kanakia Wall Street,

Andheri (East), Mumbai - 400 069

3. Clients can write to the Compliance Officer at [info@svaninvestments.com](mailto:info@svaninvestments.com) if the Investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Compliance Officer.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link:  
<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>
5. ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market."