



INVESTOR GRIEVANCE REDRESSAL POLICY OF STALLION ASSET PRIVATE LIMITED

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I. TITLE

This Policy shall be called 'Investor Grievance Redressal Policy'.

II. PREAMBLE AND OBJECTIVE

- a. This Policy is formulated to provide the best of our services to our investors and Distributors. We provide easy access to information on our products and services; we also help you get your grievances redressed with ease.
- b. At stallion, Customers are treated fairly at all times.
- c. We endeavour to resolve client's complaint on a priority basis with utmost transparency.
- d. Resolving your problem helps us review our processes and take necessary steps to prevent recurrence.

This Policy was approved by the Board of directors in its meeting held on 24th February 2018.

III. GRIEVANCE REDRESSAL MECHANISM

The various channels available to Investors for registering the complaints are as follows:

- a) You can contact us through our website: Link <https://www.stallionasset.com>
- b) E-Mail: Investors can log their complaint by sending mail to an email id titled: support@stallionasset.com
- c) Grievance Redressal Officer: Investors can contact the Grievance Redressal Officer for redressal of issues.

Grievance Redressal Officer: Behzad Kalantary
Contact No.: +91-9004025290 / 022- 6868 0250
Email: info@stallionasset.com

- d) Escalation of Complaints: If an investor is not satisfied with the resolution provided through various channels or the method of handling complaint; the investor can escalate the issues to SEBI Complaints Redress System (SCORES).

SEBI maintains SCORES which is a web based centralized grievance redressal system of SEBI. Investors can lodge their grievances / complaints through the SCORES link given below. SCORES enables investors to lodge and follow up their complaints and track the status of redressal of such complaints online from the above website from anywhere. Investors can also lodge grievances / complaints in physical form at any of the offices of SEBI. Such grievances complaints would be scanned and uploaded in SCORES for processing.



Link:

<https://www.scores.gov.in/scores/complaintRegister.html>

IV. RESOLUTION OF COMPLAINTS

Responsibility

- Primary responsibility is with the Compliance Officer to resolve the complaint for which he would liaise with the other relevant departments (like, Operations, Accounts, Compliance, Research, Sales etc).
- If the issue cannot be resolved by the Compliance Officer, the same will be escalated to the Senior Management.
- All complaints received shall be recorded internally including how the same has been resolved.

Time for Response

General Turn Around Time (TAT) for response to complaint is:

- Cases involving third party- 10 working days
- Scores related complaints: As specified by the regulator from time to time

V. REVIEW:

The Board of directors of the Company shall periodically review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Board shall also periodically review the Statement of Complaints received, resolved and pending, along with reasons for the same.

Note: Only complaints sent on email ids mentioned in this Policy will be treated as valid complaints.

We have made a copy of this policy available at <https://www.stallionasset.com>.