

GRIEVANCE POLICY

1. Introduction

At Tikona Capital, we are committed to providing our clients with exceptional financial services. However, if any client experiences dissatisfaction with our services, we encourage them to raise their concerns through the following grievance redressal process.

2. Scope

This policy applies to any complaints or concerns regarding our services, including small case, equity model portfolio management, and financial planning. This policy covers issues related to:

- Service quality
- Client servicing delays
- Portfolio management issues
- Any other grievances related to our offerings

3. How to Submit a Complaint

If you have any complaints, please reach out through the following methods:

Email: contact@tikonacapital.com

Phone: 9324209932

Address: 2C 123 Kalpataru estate, JVLR, Andheri East, Mumbai, 400093

When submitting a complaint, please include:

- Your name and contact information
- The details of your grievance
- Supporting documents (if any)
- Previous communications (if relevant)

4. Grievance Handling Process

Once we receive your complaint, the following steps will be taken:

1. **Acknowledgment:** We will acknowledge your complaint within 2 business days via email or phone.
2. **Assessment:** Our grievance redressal team will assess the issue and may request additional details.
3. **Resolution Timeline:** We aim to resolve all complaints within 10 business days from the date of receipt. If the issue is complex and requires more time, we will keep you informed and provide an expected resolution timeline.
4. **Escalation:** If you are not satisfied with the resolution provided, you may escalate the matter by contacting our Compliance Officer.

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5. Contact Details for Escalation

Compliance Officer:

Name: Sumit Poddar

Phone: 9833362498

Email: sumitpoddar@tikonacapital.com

6. SEBI SCORES Portal

In case your grievance is not resolved to your satisfaction, you may file a complaint with SEBI through the SCORES (SEBI Complaints Redress System) portal:

- **SCORES Portal Link:** <https://scores.sebi.gov.in>
- **SCORES Guidelines:** You can register your complaint online and track its status using the SEBI SCORES platform.