

GRIEVANCE REDRESSAL TERMS OF REFERENCE AND MECHANISM:

Periodicity: Incidence based / Ad-hoc requirement	To resolve investor grievances in appropriate and time bound manner; ii. To review and finalize the replies/responses to the investor grievances; and iii. Monitoring investor grievances.
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Mechanism:

Internal Procedures

The Company shall have the system and procedures for receiving, registering and disposing of complaints and grievances in each of its offices.

Company has laid down the appropriate grievance redressal mechanism within the organization to resolve complaints and grievances. Such mechanism shall ensure that all disputes arising are heard and disposed of at least at the next higher level.

Investor shall be told where to find details of the Company's procedure for handling complaints, fairly and quickly.

If the investor wants to make a complaint, then the investors should be informed on the following:

- I. How to do this
- II. Where a complaint can be made
- III. How a complaint should be made
- IV. When to expect a reply
- V. Whom to approach for redressal
- VI. What to do if the investor is not happy about the outcome.
- VII. Our staff shall help the investor with any queries the investor has.

If a complaint has been received in writing from a investor, we shall endeavour to send him/her an acknowledgement / response within a week. The acknowledgement should contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at our designated telephone number, the investor shall be provided with a

complaint reference number and be kept informed of the progress within a reasonable period of time.

After examining the matter, we shall send the investor its final response or explain why it needs more time to respond and shall endeavour to do so within six weeks of receipt of a complaint and he/she should be informed how to take his/her complaint further if he/she is still not satisfied.

The Company is also registered with SCORES platform of Security Exchange Board of India (SEBI).

SCORES facilitates investor to lodge your complaint online with SEBI and subsequently view its status.

The Company shall file with the recognised stock exchange(s) on a quarterly basis, within twenty one days from the end of each quarter, a statement giving the number of investor complaints pending at the beginning of the quarter, those received during the quarter, disposed of during the quarter and those remaining unresolved at the end of the quarter.

The statement of the complaints shall be placed, on quarterly basis, before the Board of Directors of the Company.

Grievance Redressal Mechanism

In case of any complaint/grievance, the investor may contact our Registered Office through any of the following channels:

Telephone: 022 - 40886090

To the attention of Legal Head/Compliance Officer

Email: Earc@edelweissfin.com/Earc-compliance@edelweissfin.com

Mail: Edelweiss Asset Reconstruction Company Limited, Edelweiss House, Off. C.S.T Road, Kalina, Mumbai - 400 098.

After examining the matter, it would be our endeavour to provide the investor with our response, within a period of six (6) weeks from receipt of such complaint/grievance.

If the investor does not receive response from the Company or is dissatisfied with the response received, the complainant may approach Mr. Harish Chander who would independently look into the consumer disputes and provide an impartial resolution.