

March 31, 2026

INVESTOR GRIEVANCE REDRESSAL POLICY

1. Purpose

SVK Finvalue Advisors Private Limited believes that quick and effective handling of complaints as well as prompt corrective & preventive actions and processes are essential for providing our services. This policy document is to enable to put in place an effective and suitable mechanism for receiving and addressing complaints from investors with specific emphasis on resolving such complaints fairly and expeditiously.

Purpose of this policy document is to ensure that:

- Issues raised by investors are dealt with courtesy and are resolved on time.
- The Company will treat all the complaints efficiently and fairly without any bias.

Definitions:

- **Investors:** shall mean an individual, entity, body corporate or such other person who shall be an investor in securities or would be investing in securities of an entity related to any of the transactions undertaken by SVK Finvalue Advisors Private Limited in its capacity as a Merchant Banker
- **Complaint or grievance:** shall mean "An expression of dissatisfaction made by the Investor related to the services of SVK Finvalue Advisors Private Limited and/ or its Client including in respect of the any of the transaction undertaken by SVK Finvalue Advisors Private Limited in its capacity as a Merchant Banker". This however needs to be differentiated from matters like from general feedback, enquiry before the due date.
- **Client/ Customer:** shall mean client/ customer of SVK Finvalue Advisors Private Limited.
- **Redressal:** can be defined as a process or action resulting in giving solution to the problem faced by an Investor.

2. Registration of Complaints

Several methods are available to Investors for registering the complaints are as follows:

- **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 available on the SEBI website. 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.
- **E-Mail or Fax:** Investors can log their complaint or escalate the investor grievance to an email id titled grievance@svkfinvalue.com
- **Grievance Redressal Officer:** Investors can contact the Compliance Officer for redressal of issues.



SVK FINVALUE ADVISORS PRIVATE LIMITED

(CIN: U70200GJ2019PTC107045)

3. Resolution of complaint

Responsibility

- Primary responsibility is with the Compliance Officer to resolve the complaint for which he would liaise with the other relevant departments (like Merchant Banking Team, Operations, Accounts, Legal, Compliance 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 Time for response to complaint is (from the receipt of the valid complaint in writing):

- Allotment/ Refund related – 10 days
- Legal notices – 21 days
- Cases involving third party- 21 days
- Fraud related – 21 days
- All other cases- 21 days
- Scores related- as specified by the regulator from time to time

Note: The above time period can change depending upon the nature and complexity of complaint

For and on behalf of
SVK Finvalue Advisors Private Limited



Shilpang V. Karia
Director
DIN: 08388381

