



FIRST ASSETZ LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

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Investor Grievance Redressal Policy

First Assetz Limited ("The Company") believes that investor service is a vital element for sustained business growth and for better corporate governance. The Company's policy is to treat and service all the investors consistently and fairly. The Company has laid down the appropriate Grievance Redressal policy to resolve grievances / complaints arising in this regard. The Company endeavours to address all grievances / complaints, in a reasonable time and satisfactory manner. Investor queries and grievances / complaints constitute an important voice of investor and thus a structured grievance redressal framework is important.

Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company realizes that quick and effective handling and resolution of Investors' grievances is essential. The Investor Grievance Redressal Policy of the Company is based on the following principles:

- Investors are treated fairly at all times.
- Grievances / complaints raised by Investors are dealt with courtesy and in a timely manner.
- Queries and grievances / complaints are treated efficiently and fairly.
- The employees and management of the Company work in good faith towards the interests of the Investors.

All the investor queries and grievances / complaints registered with the Company shall be reviewed, monitored and resolved to the satisfaction of the investors. The focus shall be to ensure all grievances are resolved in a timely basis and to the full satisfaction of the investors.

The Company has appointed **K R Jayasimha** as a Compliance Officer who can be approached in case of any grievance/ complaint.

Key steps undertaken by the Company for handling Investor Grievances are enumerated as follows:

1. The Company has an email id i.e. info@firstassetz.in for handling investor grievances on which investors can make a grievance / complaint. This e-mail ID is mentioned on the website of the Company.
2. Also, an investor can make a written grievances/complaint marking it to the Compliance Officer, simha@firstassetz.in.
3. The Compliance/Grievance Redressal Officer checks the designated investor grievances e-mail ID on a daily basis to check whether any new grievances / complaints have been lodged.
4. All the investor grievances / complaints received through SEBI by online "SEBI Complaints Redress System" (SCORES) are sent by exchange/depository to the Company which will be checked and replied/resolved expeditiously.
5. The Compliance/Grievance Redressal Officer gathers all information available on the grievance / complaint which is considered necessary for a proper investigation and undertakes to resolve them in a time bound manner.
6. The Board of Directors of the Company review the status of the grievances / complaints on a periodic basis.
7. The Company gives the details of complaints along with the status to Stock Exchanges and Depositories on a monthly basis and also updates the details of complaints on its website.

The Company has devised an Escalation Process for clear understanding of the procedure for lodging grievances / complaints.

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In case of any query/complaint, the Investors can write to

info@firstassetz.in

If not satisfied with the response, the Investors can write to

Compliance Officer

K R Jayasimha

Office Address: **No.690, 2nd Floor, 7th Block West, Jayanagar, Bengaluru - 560 070**

Phone No: **9945662639**

Email Id: simha@firstassetz.in

Further Escalation

If not satisfied with the response of the compliance officer, the investors can

Lodge grievances / complaints at <https://scores.sebi.gov.in> or write to SEBI offices.

Investors can escalate their issues to SEBI (Securities and Exchange Board of India) and update their grievances / complaints on SCORES 2.0 (SEBI Complaints Redress System). SCORES allows the investor to lodge his grievance / complaint online with SEBI and subsequently view its status at <https://scores.sebi.gov.in>

The Company shall submit the Action Taken Report ("ATR") on SCORES 2.0 portal within 21 calendar days from the date of receipt of the complaint.

In case the investor is not satisfied with the resolution, the said complaint will be escalated to the Exchange for review. Subsequent to the first review by the Exchange, if the investor still remains dissatisfied with the resolution, they can escalate the complaint for a second review to SEBI.

At any stage, investor will have an option to refer the complaint to ODR (Online Dispute Resolution). Once the complaint has been referred to ODR, the same shall be treated as disposed of in SCORES 2.0.