

## Grievance Redressal Policy

Foresight Family Office Private Limited (“Foresight”) believes that Investor Service is a vital element for sustained business growth. Foresight believes that prompt and efficient service is essential for retaining existing relationships and therefore **Your** satisfaction becomes critical for us. **Your** queries and complaints constitute an important voice and this policy details grievance handling through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

Objective of this policy document is to ensure that:

- Issue 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.

### REGISTRATION OF COMPLAINTS

We encourage you to use the below channel for registering your complaints:

1. Email – Clients can email us at [grievance@foresightfos.com](mailto:grievance@foresightfos.com)
2. Letter - **No. 201, Haudin House, No.5 Haudin Road, Yellappa Chetty Layout, Ulsoor, Karnataka 560042**

### RESOLUTION OF COMPLAINTS

1. **Acknowledgment:** Within 24 hours of receipt.
2. **Initial Response:** Within 7 business days of receipt.
3. **Resolution:** Within 30 business days of receipt, unless additional time is required and communicated to the investor.

If you are not satisfied with the response or the resolution and choose to escalate the matter, please refer to the below escalation matrix.

Details Of	Contact Person	Address	Contact No	Email ID
Customer Service	Jennifer Prasanthy	No. 201, Haudin House, No.5 Haudin Road, Yellappa Chetty Layout, Ulsoor, Karnataka 560042.	9663600600	jennifer@foresightfos.com
Compliance Officer	Antalina Saha		9663806505	antalina@foresightfos.com
MD & CEO	Kishore T Raj		080-4374 2524	kishore.raj@foresightfos.com

Please note our working hours - 9:00 AM to 6:00 PM (Monday to Friday)