

Opulent Investment Adviser Private Limited (Opulent) **Grievance Redressal Policy**

Objectives: The objective of the policy is to ensure that:

- All clients are treated fairly and without bias at all times.
- All issues raised by clients are dealt with courtesy and resolved on time.

Scope: All complaint received from active paid clients related to advisory services.

It is essential that grievances of the clients are given due importance and quick action is taken to resolve the same. To provide efficient and enhanced services to the client, Opulent has a mechanism in place to address the grievances of its clients relating to any service related issues.

The following process and guidelines are laid down by Opulent for proper and responsible handling of all complaints and for ensuring efficient and effective complaints resolution

Registration of complaints

Opulent enable its clients to register their complaint relating to advisory services availed by him/her using of the "Complaints" link in the customer care section of the company's website i.e. www.stockaxis.com.

All complaints will be captured in the 'complaint register' at the client relationship system hereinafter referred as CRM. Client complaint received will be duly acknowledged and the sender is issued an 'interaction ID' as a confirmation of receipt of his specific complaint which can also be used for all correspondences thereon. This 'interaction ID' is informed to client with a return e-mail to the same email ID from where the complaint is received. The complaint is assigned to the Grievances Department which will resolve the same. All the client communication will be done only through appropriate email id for Investor Grievance handling.

Resolution of complaints

Time frame for response: The turn-around-time (TAT) for the responding to a complaint is T+7 (T = date of Receipt of Complaint; +7 = additional seven working days). An interim reply informing about the status of complaint and requesting extension of time can be sent to the client.