NEOMILE ASSET MANAGERS PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

Document Control	
Title	Grievance Redressal Policy
Policy Owner	Neomile Compliance Team
Approved By	Board of Directors dated 08th June 2023
Version Number and effective date	Version no 2 dated 01st July 2026

Version/ Annual Review Details

S. No	Details of Changes	Date of creation / Change	Author	Version Number	Approved By
1	1st Policy	08th June 2023	Compliance Team	V.1	Board of Directors
2	2nd Policy	01st July 2026	Compliance Team	V.2	Board of Directors

Table of contents

Contents

I. INTRODUCTION 3
II. Grievance Raising Mechanism 3
III. Internal Grievance Redressal Process 3

Neomile Asset Managers Private Limited manages SEBI regulated Alternative Investment Funds. Investor service is a vital element for our sustained business growth and we endeavor that our Investors receive great service from us.

Investor feedback and complaints are key to improve our services. Not each difficult interaction with investor is a complaint. Neomile has established principles and framework handle both queries and grievances. At Neomile, we ensure that:

a. Investors are treated fairly
b. Complaints raised by Investors are dealt with courtesy and in a timely manner
c. Investors are provided with information on how to raise their issues and complaints and escalate if they are not satisfied with the resolution or handling.
d. A dedicated Customer Services Team is in place to handle customer queries and complaints. The process is supervised by a senior resource.

II. Grievance Raising Mechanism

1. Investors are entitled to make a complaint in writing, orally or telephonically directly to Neomile. Investors that are serviced by their independent advisors or distributors can also raise their complaints through their advisors and distributors.

2. Investors can reach Neomile through email at: compliance@neomileamc.com

3. Investors can call Neomile at:

   +91 (0) 22 6901 2636

4. Investors can send letters to Neomile at:

   Neomile Asset Managers Private Limited,

   C 610, One BKC, Bandra Kurla Complex,

   Mumbai – 400 051

5. If Investors are not satisfied with the response from Neomile, they can lodge their grievances with SEBI on the **SCORES 2.0 portal at https://scores.sebi.gov.in** or may also write to any of the offices of SEBI. For any queries, feedback, or assistance, please contact the SEBI Office on Toll-Free Helpline at 1800 22 7575 / 1800 266 7575.

6. **Online Dispute Resolution (ODR) Mechanism:** Alternatively, if the grievance is not redressed satisfactorily using the internal mechanism or through SCORES, investors may escalate the matter through the common SMART ODR Portal at **https://smartodr.in** or via the SCORES Mobile Application available on Android and iOS to harness online conciliation and arbitration, subject to the applicable rules and limitation periods specified by SEBI.

NEOMILE®

III. Internal Grievance Redressal Process

1. The Customer Relations Team receiving the query/complaint is responsible for its resolution. The Senior Manager – Customer Relations at the first level is responsible for ensuring that the query/complaint is resolved to the investor's satisfaction and must attempt to offer alternative solutions. However, if the investor remains unsatisfied with the resolution, they can escalate the issue through the designated grievance redressal pathways (SCORES / SMART ODR).

2. Queries and complaints are investigated within stipulated timelines across different levels of escalation. We aim to acknowledge and respond to direct queries within two working days, and resolve direct complaints within five to seven working days.

3. **Statutory Timelines for SCORES:** Notwithstanding internal processing speed, for any investor complaint routed electronically via SEBI SCORES, Neomile shall resolve the matter and upload an Action Taken Report (ATR) on the SCORES platform within 21 calendar days from the date of receipt of the complaint.

4. Certain complex categories of queries/complaints—involving fraud, required legal inputs, or third-party dependencies (such as distributors or specialized service providers) that need extended investigation times—will be acknowledged appropriately, and an adjusted turnaround timeline will be explicitly communicated to the investor. Neomile places utmost importance on communicating its official stance on any issue clearly and in an investor-friendly manner.