

INDORIENT FINANCIAL SERVICES LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY

Effective Date: Saturday, April 25, 2026
Approval Date: Friday, April 24, 2026
Revision Date: Friday, April 24, 2026
Version: 2.0
Approved By: Board of Directors

Indorient Financial Services Limited

SEBI Registered Merchant Banker | [CIN U67190DL1993PLC052085](#) | [SEBI Regn No. INM000012661](#)

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India

Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India

Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in

INVESTOR GRIEVANCE REDRESSAL POLICY

Indorient Financial Services Limited

1. Introduction

This Investor Grievance Redressal Policy (“Policy”) outlines the procedures adopted by **Indorient Financial Services Limited** (“Indorient” or “the Company”) timely redressal of investor grievances arising out of its merchant banking activities.

This Policy is formulated in accordance with the provisions of the SEBI (Merchant Bankers) Regulations, 1992, SEBI (ICDR) Regulations, 2018, SEBI (LODR) Regulations, 2015, applicable SEBI circulars, and internal compliance standards of Indorient.

2. Objective

- To provide a structured mechanism for receiving, recording, and resolving investor grievances.
- To ensure compliance with SEBI and Stock Exchange frameworks for grievance handling.
- To protect investors' interests and maintain transparency in merchant banking operations.
- To continuously monitor and improve the grievance redressal process.

3. Scope of the Policy

This Policy covers grievances from investors, shareholders, applicants in public issues, and other stakeholders relating to merchant banking assignments handled by the Firm, including:

- Public Issues (IPO, FPO)
- Rights Issues
- Buybacks
- Takeover Offers / Open Offers
- Delisting offers
- Issue management activities (allotment, refunds, non-receipt of securities, advertisements, disclosures, etc.)
- Any other service undertaken as a SEBI-registered Merchant Banker

Complaints relating to listed companies or intermediaries will be handled in coordination with Registrar & Transfer Agents (RTAs), Stock Exchanges, Syndicate Members, SCSBs, and other intermediaries.

Indorient Financial Services Limited

SEBI Registered Merchant Banker | CIN U67190DL1993PLC052085 | SEBI Regn No. INM000012661

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India

Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India

Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in

4. **Resolution Process**

It may be noted that only the grievances received on designated email Id and/or telephone number or via letter sent on the registered /corporate office will be considered under the grievance redressal mechanism.

Appropriate resolution or response shall be provided as soon as possible depending upon the nature of the complaint or concern. Notwithstanding anything to the contrary contained herein, the Company shall comply with the grievance redressal mechanism and process as prescribed under SEBI Circular dated September 20, 2023 on the redressal of investor grievances through the SEBI Complaints Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform (“SEBI Grievance Redressal circular”).

The Company shall adhere to the norms, process, procedure, checklist and registers as may be specified by SEBI from time to time, including compliance of SEBI Circular SEBI/HO/IMD/IMD-II CIS/P/CIR/2021/0685 dated December 13, 2021 in connection with the Publishing Investor Charter and disclosure of Investor Complaints by Research Analysts s on their websites, SEBI/HO/OIAE/IGRD/P/CIR/2022/0150 dated November 07, 2022 issued by SEBI on the ‘Redressal of investor grievances through the SEBI Complaints Redress System (SCORES) platform and Master Circular No. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated July 31, 2023, issued by SEBI on ‘Online Resolution of Disputes in the Indian Securities Market’

Detailed Resolution Process is provided in *Annexure I*.

5. **Monitoring & Reporting**

- Monthly internal MIS reviewed by Compliance.
- Quarterly submission to Stock Exchanges (as applicable).
- Disclosures of Investor Complaints on website
- Prompt response to all SEBI/Exchange communications.
- Review of recurring complaints to identify process improvements.

6. **Record Keeping**

All complaint records, communications, and resolution documents shall be preserved for **8 Financial years**, or longer where regulatory requirements dictate.

7. **Review of the Policy**

This Policy will be reviewed **annually**, or earlier if required due to regulatory changes or internal policy updates. Changes will be approved by senior management and notified accordingly.

Indorient Financial Services Limited

SEBI Registered Merchant Banker | CIN U67190DL1993PLC052085 | SEBI Regn No. INM000012661

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India

Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India

Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in

Annexure I

A. Primary Channel:

Investors can raise grievances through email, letter or telephone number to the Grievance Officer/Compliance Officer, whose details are mentioned below:

Ms. Neha Maiyan
Investor Grievance Officer
Indorient Financial Services Limited
B/805, Rustomjee Central Park, Andheri Kurla Road,
Chakala, Mumbai – 400093, Maharashtra, India
Email us at: wecare@indorient.in
Contact No.: +91-79772 12186

B. Escalation matrix:

If the Investor is not satisfied by the resolution/response provided or has not received any resolution/ response from the Compliance Officer within 10 calendar days after filing the in compliant/ required information, the investor may escalate the matter to the Principal Officer, whose details are mentioned below:

Mr. Ivor Anil Misquith
Jt. Managing Director and CEO
Indorient Financial Services Limited
B/805, Rustomjee Central Park, Andheri Kurla Road,
Chakala, Mumbai – 400093, Maharashtra, India
Email: ivor@indorient.in
Contact No.: +91-93265 93695

In all cases, Indorient shall endeavour to resolve or respond to the complaint with the requisite information within 21 calendar days from the date of complaint.

Indorient Financial Services Limited

SEBI Registered Merchant Banker | CIN U67190DL1993PLC052085 | SEBI Regn No. INM000012661

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India

Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India

Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in

C. SEBI SCORES Portal

In case Indorient has rejected the Complaint or the Investor has not received any communication from the Indorient or is not satisfied with the reply received or the redressal by Indorient, the Investor may file their complaint in SCORES 2.0 portal at of SEBI at <https://scores.sebi.gov.in> . The Investor may lodge the Complaint against the Company on SCORES 2.0 Portal within a period of one year from the date of occurrence of the cause of action i.e., rejection of complaint or non-receipt of any communication or reply / redressal received being not satisfactory.

The Investor needs to register on the SEBI SCORES 2.0 portal at <https://scores.sebi.gov.in/scores-home> by clicking on "Sign Up" and selecting the category as "Investor". Details like Name of the Investor, Permanent Account Number (PAN), contact details, email-id, etc. are required at the time of registration on the Scores 2.0 Portal.

Upon successful registration, a unique user id and a password shall be generated and communicated through an acknowledgement email to the Investor. The Investor may then proceed to submit a complaint or grievance directly to Indorient Financial Services Limited under the 'Merchant Banker' category.

The Company shall resolve the complaint and upload the Action Taken Report ("ATR") on SCORES 2.0 within the timeline prescribed as per the SEBI Grievance Redressal circular. The ATR uploaded by the Company will be automatically routed to the complainant.

In case, the Investor is not satisfied with the resolution provided, the Investor may request for a review of the resolution provided by the entity within 15 calendar days from the date of the ATR by the Company. In case of review, the Association of Investment Bankers of India ("AIBI" or "the Designated Body"), being the Designated Body specified by SEBI, shall take cognizance of the complaint through SCORES 2.0 and seek clarifications from the Company. The Designated Body shall submit the revised ATR to the Investor on SCORES 2.0 within the timeline prescribed as per the SEBI Grievance Redressal circular.

In case the Investor is not satisfied with the resolution provided after the review process stated in point above, the Investor may request for a second review of the resolution provided within 15 calendar days from the date of the revised ATR by the Designated Body. In case of second review, SEBI may take cognizance of the complaint through SCORES 2.0 and seek clarifications from the Company and/or the Designated Body. The Company shall provide clarification to the respective Designated Body and/or SEBI, wherever sought and within such timeline as specified. The second review Complaint shall be treated as 'resolved' or 'disposed' or 'closed' only when SEBI 'disposes' or 'closes' the Complaint in SCORES 2.0.

SCORES 2.0 portal can be accessed through Mobile Application as well. Below are the details:

Mobile Application:

Android - <https://play.google.com/store/apps/details?id=com.sebi&hl=en>

IOS - <https://apps.apple.com/in/app/sebiscores/id6478849917>

Circular reference: - SEBI Circular reference no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023.

Indorient Financial Services Limited

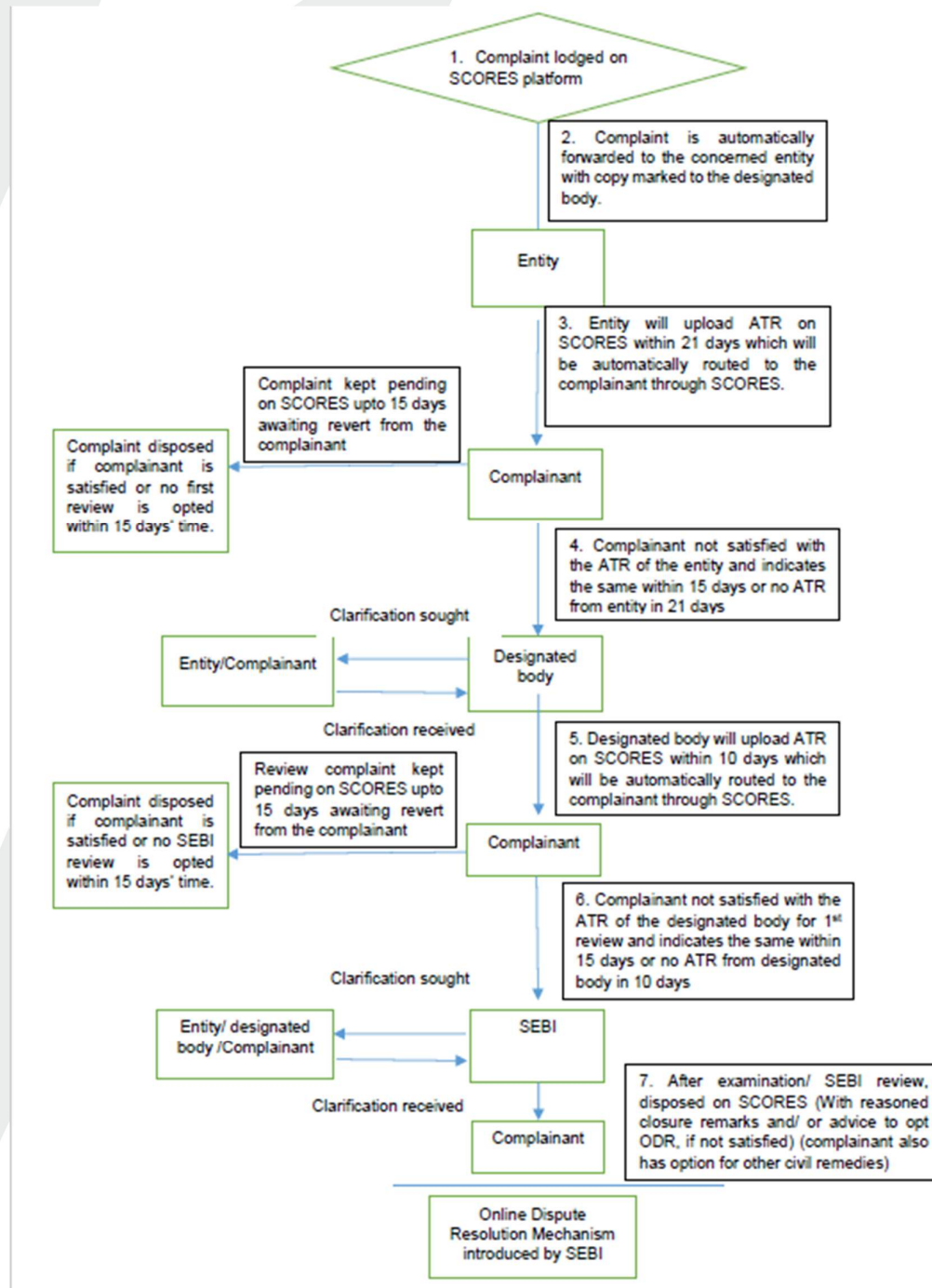
SEBI Registered Merchant Banker | CIN U67190DL1993PLC052085 | SEBI Regn No. INM000012661

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India

Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India

Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in

SCORES Process flow chart:



Indorient Financial Services Limited

SEBI Registered Merchant Banker | CIN U67190DL1993PLC052085 | SEBI Regn No. INM000012661

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India
 Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India
 Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in

D. Online Dispute Resolution

After exhausting the options for resolution of the grievance as mentioned in the paragraphs above, if the Investor is not satisfied with disposal of complaint on SCORES 2.0 portal post SEBI review or in cases where the issues raised require adjudication on any third party rights, on questions of law or fact or which is in the nature of a lis between the parties, the Investor shall seek appropriate remedies through the Online Dispute Resolution mechanism (<https://smartodr.in/login>) in securities market. In addition, the Investor has the option to approach legal forums including civil courts, consumer courts etc.

Closure

A complaint is closed when:

- The issue is resolved and confirmation sent to the investor; or
- A justified response has been communicated; or
- No feedback is received from the investor within 30 days post communication from the Firm.
- In case the Investor opts for Online Dispute Resolution mechanism or other appropriate civil remedies at any point of time while the complaint is pending on SCORES 2.0, the pending Complaint shall be treated as disposed on SCORES 2.0 portal.

Indorient Financial Services Limited

SEBI Registered Merchant Banker | CIN U67190DL1993PLC052085 | SEBI Regn No. INM000012661

Corporate office: B/805, Rustomjee Central Park, Andheri Kurla Road, Chakala, Mumbai – 400093, Maharashtra, India

Registered office: Suite No. 2, Ground Floor, 23 Hanuman Road, Block No. 127, Connaught Place, New Delhi, 110 001, India

Tel: +91-22-3195 8005, +91-79772 12186 | Email: info@indorient.in | www.indorient.in