



## **Grievance Redressal**

Information regarding Investor Grievance Redressal Mechanism in Accordance with SEBI Circulars.

Dear Investor,

In case of any grievance / complaint, please contact the Investment Advisor as per the contact details given below:

### **TrustPlutus Family Office & Investment Advisers (India) Pvt. Ltd.**

Mrs. Jyotsna Dudy, Compliance Officer

Address: 802, Naman Centre, Bandra Kurla Complex, Bandra (East), Mumbai 400051

Email ID: [compliance@trustplutus.com](mailto:compliance@trustplutus.com)

Phone +91 22 6274 6054

If not satisfied with the response of Compliance Officer, you may also approach:

Mr. Sameer Kaul, Director

Address: 802, Naman Centre, Bandra Kurla Complex, Bandra (East), Mumbai 400051

Email ID: [sameer.kaul@trustplutus.com](mailto:sameer.kaul@trustplutus.com)

Phone +91 22 6274 6078.

If not satisfied with the response of the Intermediary, you can lodge your grievances with SEBI at the website for SEBI Complaints Redress System (SCORES) <https://scores.sebi.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed thorough SCORES mobile application as well, same can be downloaded from below link: [SEBI SCORES - Apps on Google Play](#). For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

You may also write to SEBI at: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan, Plot No. C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051.

ODR Portal could be accessed, if unsatisfied with the response.

Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market".

A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established.

ODR Portal can be accessed via the following link - <https://smartodr.in>

Below is the Grievance Escalation Matrix for Easy reference:-

**TrustPlutus Family Office & Investment Advisers (India) Private Limited**  
**SEBI Registered Investment Adviser**  
**(Registration No. INA000000557)**

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	-				
Head of Customer Care	Mr. Nilesh Bandiwadekar	802, Naman Centre, BKC, Bandra (E), Mumbai - 400051	+91 22- 6274 6000 (Ext.428)	<a href="mailto:nilesh.bandiwadekar@trustplutus.com">nilesh.bandiwadekar@trustplutus.com</a>	9am to 6 pm
Compliance Officer	Mrs. Jyotsna Dudy	802, Naman Centre, BKC, Bandra (E), Mumbai - 400051	Ph: +91226274 6022	<a href="mailto:jyotsna.dudye@trustplutus.com">jyotsna.dudye@trustplutus.com</a>	9am to 6 pm
CEO	-				
Principal Officer	Mr. Sameer Kaul	802, Naman Centre, BKC, Bandra (E), Mumbai - 400051	Ph: +91 22- 6274 6000   DID: +91 22 6274 6078	<a href="mailto:sameer.kaul@trustplutus.com">sameer.kaul@trustplutus.com</a>	9am to 6 pm