Grievance Redressal Policy and Dispute Settlement

Service requests and grievances, if any, from the clients will be received at the corporate office of Grey Sky Capital Private Limited (the "Portfolio Manager"). The Portfolio Manager shall ensure proper and timely handling of such requests and take appropriate actions immediately.

The Portfolio Manager shall attend to and address any client query or concern as soon as possible to mutual satisfaction.

As a Portfolio Manager to various clients, the company believes in creating and safeguarding the interests of its investors. Accordingly, the Investors' Grievance Policy is framed with the objective of ensuring to protect the interests of the investors.

Investor Grievance Redressal Mechanism

1. Name, Address and Telephone Number of the Investor Relation Officer, who shall attend to the investor queries and complaints:
   Name: Apurv Anand (Compliance Officer)
   Correspondence Address: Grey Sky Capital, 6th Floor, Sakti Statesman, Ibbalur Village, Bellandur, Bengaluru, Karnataka - 560103.
   Contact: +91 99002 12081

2. Handling of all investor grievances is a centralized function and is being handled by the Compliance Officer at the corporate office. The Compliance officer has been designated to receive and redress all the queries, grievances and complaints as per the Standard Operation procedures issued from time to time.
   A designated e-mail ID has been created (grievances@greysky.capital) for investors to submit their concerns.
   All Investor Grievances (hard copy or soft copy) that are received will be preserved in the Register of Grievance and action will be initiated immediately

3. Steps for Grievance Redressal Mechanism:
   A. Level 1 – Resolution by Compliance Officer / Escalation to Principal Officer
      - All investor grievances shall be resolved within 21 working days from the date of receipt by the Portfolio Manager.
      - The Compliance Officer shall be the first point of contact
      - If the Compliance Officer does not respond within the stipulated time, or if the investor is dissatisfied with the response, the complaint may be escalated to the Principal Officer/Chief Executive Officer.

- However, the total time available for resolution at the level of the Portfolio Manager (including Compliance Officer and Principal Officer) shall not exceed 21 working days from the date of initial receipt of the complaint.

B. Level 2 – SEBI SCORES Platform
If the grievance remains unresolved or if the investors are not satisfied with the reply provided by the Portfolio Manager, they may lodge a complaint through SEBI's SCORES platform (www.scores.sebi.gov.in).

C. Level 3 – Online Dispute Resolution (ODR) Mechanism
- In case the investor is still not satisfied with the resolution provided at Level 2, then the online dispute resolution process can be initiated through the ODR portal at https://smartodr.in/login
- The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in SCOREs guidelines or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.
- Alternatively, the investor may directly initiate dispute resolution through the SEBI ODR Portal if:
  - the grievance lodged with the Portfolio Manager is not satisfactorily resolved within the prescribed timeline, or
  - at any stage of subsequent escalations (Compliance Officer → Principal Officer/CEO → SCORES).
- Details of the ODR process are available in SEBI's circular: SEBI Circular on Online Dispute Resolution, July 31, 2023.

4. The Compliance officer shall verify all the resolved grievances and complaints, recorded in the Register of Grievance and Complaints

5. The Register of complaint and Grievance shall be made available to the Internal / External Auditors during the time of Audit and to the Regulatory Authorities.