

Grievance redressal mechanism

Clients can seek clarification for their queries and are further entitled to make a complaint in writing, verbally or telephonically. An email may be sent to: support@renaissanceadvisors.in

Alternatively, the client may call on +91 8655387833

A letter may also be written with their query/complaint and posted at the below mentioned address: Office No. 103, 1st Floor, A Wing, Mittal Commercial Premises CHS Ltd., Off. M.V. Road. Near Mittal Estate, Marol, Andheri (East), Mumbai- 400059.

It is mandatory for the client having grievance to take up the matter directly with the Investment Adviser. The Investment Adviser shall redress the grievance within 21 (Twenty-one) calendar days from the date of receipt of the complaint. In case the client is still not satisfied with the response, grievance can be lodged with SEBI at <https://scores.gov.in/scores/Welcome.html> or one may also write to any of the offices of SEBI or contact SEBI Office on Toll Free Helpline at 1800 266 7575/ 1800 22 7575. The complaint shall be lodged on SCORES within one year from the date of cause of action, where the complainant has approached Investment Adviser, for redressal of the complaint and,

- Investment Adviser has rejected the complaint or,
- The complainant has not received any communication from Investment Adviser or,
- The complainant is not satisfied with the reply received or the redressal action taken by Investment Adviser.

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

<https://apps.apple.com/in/app/sebiscores/id1493257302>

If the Client is not satisfied with the extent of redressal of grievance by the Investment Adviser, there is a one-time option for “Compliant review Facility” of the extent of the redressal, which can be exercised within 15 days from the date of closure of the complaint on SCORES. Thereafter, the complaint shall be escalated to the supervising official of the dealing officer of SEBI.

After exhausting all the aforementioned options for resolution, if the client is still not satisfied, they can initiate dispute resolution through the Online Dispute Resolution Portal (‘ODR Portal’) at <https://smartodr.in/login>

Alternatively, the client can also directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Investment Adviser is not satisfactorily resolved at any stage of the subsequent escalations mentioned above.

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.

The process of Online Dispute Resolution Mechanism is available at https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html