INVESTOR GRIEVANCES REDRESSAL POLICY

NEOMILE ASSET MANAGERS PRIVATE LIMITED (IFSC BRANCH)

Unit No. 532, Hiranandani Signature, Gift City, Gandhinagar
Email: gift@neomilecapital.com

Document Control

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Unit No. 532, Hiranandani Signature, Gift City, Gandhinagar
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1. Introduction

1.1. **Neomile Asset Managers Private Limited (IFSC Branch)** (hereinafter referred to as the "FME"), having its registered office at Unit No. 532, Fifth Floor, Hiranandani Signature Building, Block No. 13B, Zone 1, GIFT SEZ, Gift City, Gandhinagar – 382 355, Gujarat, India, is a branch of Neomile Asset Managers Private Limited (hereinafter referred to as the "Company"), a company incorporated under the provisions of the Companies Act, 2013, having its registered office at C - 610, C Wing, One BKC, Bandra Kurla Complex, Bandra East, Mumbai – 400 051, Maharashtra, India.

1.2. As on date, the FME acts as the Investment Manager for Neomile Global Trust (hereinafter referred to as the "Fund") and is registered with the International Financial Services Centre Authority (hereinafter referred to as "Authority") as a Fund Management Entity (Non-Retail) under the IFSCA (Fund Management) Regulations, 2025 bearing registration number FDM2025FNR0859.

1.3. The FME is committed to providing superior services to its clients and assist clients in case of any grievances via this Investor Grievance Redressal Policy (hereinafter referred to as the "Policy"). This Policy outlines the framework for prompt and efficient resolution of complaints and concerns raised by investors in Neomile Global Trust and any other AIF schemes offered by the FME. The goal is to provide transparent, fair, and timely mechanism in compliance with applicable regulations.

2. Purpose of the Policy

To set a compliance process for resolution of investor grievances and to display the details of officials of the FME whom investors may approach as per requirements of IFSCA circular on Complaint Handling and Grievance Redressal by Regulated Entities in the IFSC.

3. Complaint Redressal Mechanism

3.1. Eligible Complainants

Eligible Complainants are underlying investors of Neomile Global Trust and any other AIF Schemes launched by the FME.

3.2. Mechanism

Investors are entitled to make any complaint about a service matter or clarification in writing directly to the FME, to its Service Desk via e-mail at gift.investor@neomileamc.com

However, if the query or matter is not resolved within 10 working days, the Company provides the following mechanism to its investor to lodge and express their grievances:

Level 1 – Raise with the Company's Complaints Redressal Officer (CRO)

As explained above, if the query or matter is not resolved as per the timeline given, then the investor is entitled to escalate it with the FME's Complaint Redressal Officer, Mr. Ravi Teli.

Investors may lodge as under:

Via Email: gift@neomileamc.com / gift@neomilecapital.com

or

By sending physical correspondence at:

c/o **Mr. Ravi Teli, Compliance Officer**
Neomile Asset Managers Private Limited (IFSC Branch)
Unit No. 532, Fifth Floor, Hiranandani Signature Building,
Block No. 13B, Zone 1, GIFT SEZ, GIFT City,
Gandhinagar - 382 355

Level 2 – Raise with the Company's Complaints Redressal Appellate Officer (CRAO)

If the query or matter resolved as per Level 1 above is not as per the satisfaction of the complainant, then the complainant is entitled to escalate it with the FME's Grievance & Complaints Redressal Appellate Officer (Principal Officer of the FME), Mr. Nilesh Thacker.

Investors may lodge as under:

Via Email: nilesh@neomileamc.com / nilesh@neomilecapital.com
or
By sending physical correspondence at:

c/o **Mr. Nilesh Thacker, Principal Officer**
Neomile Asset Managers Private Limited (IFSC Branch)
Unit No. 532, Fifth Floor, Hiranandani Signature Building,
Block No. 13B, Zone 1, GIFT SEZ, GIFT City,
Gandhinagar - 382 355

Level 3 - IFSCA Complaints Redressal Systems

Where a complainant is not satisfied with the decision of the FME and has exhausted the appellate mechanism of the FME, complainant may file a complaint before the Authority through email to grievance-redressal@ifsca.gov.in preferably within 21 days from the receipt of the decision from the FME.

3.3. **Other Remedies**

If the Investor remains dissatisfied with the remedies offer or the stand taken by the FME or the Authority, the Client and the FME have the alternative option to submit the matter to arbitration and deal the unresolved matter in accordance with the terms of the Fund Documents.

4. Timelines for redressing grievance

Sr No	Stage	Action Description	Timeline*
1	Receipt of Grievance with CRO	Grievance received from investor to CRO through written communication via email or physical correspondence	Acknowledge receipt of grievance within **2 to 3 working days.**
2	Investigation & Response to Investor **(Level 1)**	Conduct internal review, verify facts, and communicate the resolution or response to the investor	Within **15 working days** (from the date of receipt of grievance)
3	Receipt of Grievance with CRAO	Grievance received from investor to CRAO through written communication via email or physical correspondence	Acknowledge receipt of grievance within **2 to 3 working days.**
4	Investigation & Response to Investor **(Level 2)**	Conduct internal review, verify facts, and communicate the resolution or response to the investor	Within **15 working days** (from the date of receipt of grievance)

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**In the event, investigation and verification of facts is ongoing and further details from investor are sought, the relevant timelines shall be calculated from the date of receipt of further details from the investor.*

5. Maintenance of Records

5.1. The FME shall maintain the Register of Complaints and Grievances updated with details of complaints and its resolution thereof with time taken for resolution. The copies of the complaints received from the Investor shall be preserved by the officials of FME for future reference.

5.2. A detailed report of complaints received and resolved and reasons for delay, if any, for resolution will be recorded in the same register. The Register of Complaints and Grievances will be maintained for such period as prescribed by the Authority from time to time.

5.3. A report of the complaints received, pending and resolved will be placed before the Directors of the Company, at appropriate intervals for their review and information.

6. Policy Review and Future Amendment

6.1. In the event of any conflict between the provisions of this Policy and of the Applicable Law & Regulations, the provisions of Applicable Law & Regulations shall prevail over this Policy.

6.2. FME may review this Policy periodically and recommend amendments for the approval of the Board of Directors of the Company, from time to time, as may be deemed necessary.

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