

GRIEVANCE REDRESSAL / ESCALATION MATRIX

1. Contact Details for Investor Grievances

For any complaint, dispute, or grievance relating to the services provided or any matter connected thereto, the Client may contact us by writing to grievances@coheronwealth.com

If the Client is not satisfied with the resolution provided, the Client may escalate the matter by writing to escalation@coheronwealth.com

2. SCORES

In case the investor/client is not satisfied with the redressal, the investor/client may lodge the complaint with SEBI's web-based complaints redressal system SCORES at <https://scores.sebi.gov.in/>

3. Online Dispute Resolution (ODR) Disclosure

Your attention is drawn to the SEBI circular no.

SEBI/HO/OIAE/OIAE_IAD1/P/CIR/2023/145 dated July 31, 2023 (updated as on August 4, 2023), on "Online Resolution of Disputes in the Indian Securities Market.

A copy of the said SEBI circular is here

<https://www.sebi.gov.in/legal/mastercirculars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indiansecurities-market-80236.html>

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

SMART ODR Portal (Securities Market Approach for Resolution through ODR Portal) can be accessed via the following link - [SMARTODR](#). You are requested to take note of the contents of the SEBI circular.