

Aionion Capital Services Private Limited

Investor Grievance Redressal Policy

Document version control

DATE	VERSION	PREPARED BY	REVIEWED BY	APPROVED BY
06/01/2025	1.0	Compliance Officer	Nandakumar	Dileep Keerthi Kumar

Document Definition: This document is designed to assist departments in managing software assets. Proper software management includes establishing responsibility, maintaining an accurate inventory, ensuring license compliance, and effectively allocating the use of software applications. Adoption and use of this policy is strongly encouraged in order to manage software assets efficiently and avoid consequences associated with illegal software use.

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Investor Grievance Redressal Policy

(As per SEBI and Stock Exchange Regulations)

1. Objective

To establish a structured mechanism for effective redressal of investor grievances, ensuring client satisfaction, compliance with SEBI norms, and protection of investor interests.

2. Types of Grievances Covered

- Non-receipt/delay of funds or securities
- Unauthorized trades
- Incorrect charges/fees
- Issues in account opening/closure
- Delay in settlement
- Disputes over contract notes, statements
- Technical glitches causing loss
- Any breach of agreement or service standards

3. Grievance Redressal Mechanism

Stage	Action	Timeline
1. CRM	Lodge grievance via email, phone, or online portal	Acknowledgment immediately within 1 hour or ASAP
2. Internal Escalation	Escalation to respective verticals	Resolution as per each TAT for each attribute defined in CRM. However, in case of Complaints, either through Exchanges/Regulator/SEBI etc, its 21 days from receipt. Internal TAT for Complaints is 15 days, 20 days to CEO' Office.

3. SEBI SCORES Portal	Client may approach SEBI at www.scores.gov.in	Per SEBI timelines
4. Stock Exchange Arbitration	Recourse through stock exchange arbitration	As per exchange rules

4. How to File a Complaint

Email: grievances@aionioncapital.com

Call: 044-46895225

Online: www.aionioncapital.com/contact

Write to: Compliance Officer : Gnanasundaram Vinodhkumar

Address: Reg. Office: 3rd Floor, Meerlan Towers,

No. 33 Hanumantha Road, Royapettah, Chennai - 600 014

5. Regulatory References

SEBI Circular on Redressal of Investor Grievances

Stock Exchange Byelaws (NSE/BSE)

SEBI SCORES portal for online complaint registration

6. Compliance Officer Contact

Name: Gnanasundaram Vinodhkumar

Designation: Compliance Officer

Email: compliance@aionioncapital.com

Phone: 044-46895225

7. Review & Updates

This policy is reviewed periodically and updated in accordance with regulatory changes or internal process enhancements.