

Escalation process devised by the Trust for better understanding of the procedure for lodging grievances/complaints:

Grievance Redressal matrix for Right Horizons AIF

SL no.	Level	POINT OF CONTACT	DESIGNATION	CONTACT DETAILS
1	Level 1	Right Horizons AIF	Relationship Manager	grievance@righthorizons.com
2	Level 2	Dilip Kumar	Compliance Officer	complianceofficer@righthorizons.com 8050593005
3	Level 3	Ani Francis Rego	Director of IM	anilrego@righthorizons.com 9845566522

An Investor can make a written grievance/ complaints marking it to the Compliance Officer/ Grievance Redressal Officer at #06, Arekere, Opp. British Biologicals, Bannerghatta Road, Bangalore, 560076.

We shall endeavour to redress the Investor complaint(s) within 21 (twenty-one) calendar days from the date of the receipt of the complaint.

If investors are still not satisfied with the response from us, they can lodge their grievances with SEBI at <https://scores.sebi.gov.in/scores-home/> or 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 us, for redressal of the complaint and

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

SCORES may be accessed through the SCORES mobile app (Google Play or Apple App Store). If the investor is not satisfied with the extent of redressal, there is a one-time “review” option within 15 days from closure on SCORES. Thereafter, it escalates to SEBI’s supervising official.

After exhausting all of the above, if still unresolved, clients can initiate dispute resolution through the Online Dispute Resolution Portal (ODR): <https://smartodr.in/login>.

Alternatively, clients may go directly to ODR at any stage if their grievance isn’t satisfactorily resolved, provided it’s not already in another forum or non-arbitrable under Indian law.

If not satisfied with the response of the AIF team you can lodge your grievances with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI . For any queries, feedback or assistance, please contact SEBI office on toll free helpline at 1800227575/18002667575