



**ENTRUST**  
FAMILY OFFICE

ENTRUST FAMILY OFFICE  
INVESTMENT ADVISORS PVT LTD

Regd. Office  
# 24, 4th Floor, 1st Cross  
Magrath Road, Bangalore 560 025

T +91 80 4147 9777  
F +91 80 4128 1888  
W [www.entrustfamilyoffice.com](http://www.entrustfamilyoffice.com)

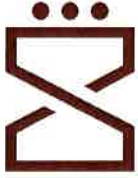
## GRIEVANCE REDRESSAL MECHANISM

Information regarding Investor Grievance Redressal Mechanism in Accordance with SEBI Circular No CIR/MIRSD/3/2014 dated 28th August 2014 and BSE Notice No. 20241209-41 dated 9<sup>th</sup> Dec 2024

At any time during the pendency of the investment advisory relationship between the client and the Investment Advisor (IA), in the event of any grievance or complaint, the client can lodge the grievance or complaint.

Please find our Customer Grievance Escalation Matrix to ensure your grievances are resolved promptly and satisfactorily.

| Details of designation | Contact Person Name   | Address where the  | Contact No.  | Email-ID   | Working hours when            |
|------------------------|-----------------------|--|--------------|--|-------------------------------|
| Customer Care          | Ms. Mala U            | No. 24, 4th Floor, 1st Cross, Magrath Road, Bangalore - 560025 | 080-41479777 | <a href="mailto:mala.u@entrust.co.in">mala.u@entrust.co.in</a>         | 10 AM to 6 PM on working Days |
| Head of Customer Care  | Ms. Jaishree R        | No. 24, 4th Floor, 1st Cross, Magrath Road, Bangalore - 560025 | 080-41479777 | <a href="mailto:jaishree.r@entrust.co.in">jaishree.r@entrust.co.in</a> | 10 AM to 6 PM on working Days |
| Compliance Officer     | Mr. Pradeep A N       | No. 24, 4th Floor, 1st Cross, Magrath Road, Bangalore - 560025 | 080-41479777 | <a href="mailto:pradeep.an@entrust.co.in">pradeep.an@entrust.co.in</a> | 10 AM to 6 PM on working Days |
| CEO                    | Mr. Rajmohan Krishnan | No. 24, 4th Floor, 1st Cross, Magrath Road, Bangalore - 560025 | 080-41479777 | <a href="mailto:rajmohan@entrust.co.in">rajmohan@entrust.co.in</a>     | 10 AM to 6 PM on working Days |



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| <small>FAMILY OFFICE</small><br>Details of designation | Contact Person Name | Address where the physical address location                    | Contact No.  | Email-ID   | Working hours when complainant |
|--|---------------------|--|--------------|--|--------------------------------|
| Principal Officer                                      | Mr. Shashank Khade  | No. 24, 4th Floor, 1st Cross, Magrath Road, Bangalore - 560025 | 080-41479777 | <a href="mailto:shashank@entrust.co.in">shashank@entrust.co.in</a> | 10 AM to 6 PM on working Days  |

The Investment Advisor shall ensure that the grievance is resolved within 30 days.

If the investor's complaint is not redressed satisfactorily, one may lodge a complaint with SEBI on SEBI's 'SCORES' portal which is a centralized web-based complaints redressal system. SEBI takes up the complaints registered via SCORES with the concerned intermediary for timely redressal. SCORES facilitates tracking the status of the complaint.

With regard to physical complaints, investors may send their complaints to: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan, Plot No. C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051.

If you are not satisfied by the resolution to your complaint received through Scores Portal, you may apply for ONLINE Dispute Resolution through [www.smartodr.in](http://www.smartodr.in)

Investor may also refer to the Master Circular for ONLINE DISPUTE RESOLUTION MECHANISM (SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/14) ISSUED and updated BY SEBI ON Aug 11'2023.

If the grievance cannot be resolved through above mechanism, the investor can proceed to Securities Appellate Tribunal (SAT) and the SEBI Adjudication Officer