

**Bellwether Associates LLP**  
**(AMFI Registered Mutual Fund Distributor)**  
**Grievance Redressal Policy**

**Definition**

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in seeking a remedial action but do not include the following—

- i. complaints that are incomplete or not specific in nature.
- ii. communications in offering suggestions.
- iii. communications seeking guidance or explanation.

**Objective**

The purpose of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievance against **Bellwether Associates LLP** in respect of the services offered by it under distribution of Mutual Fund Schemes. The following are broad objectives for handling the customer grievances:

- To provide fair and equal treatment to all customers without bias at all times.
- To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.
- To develop an adequate and timely organizational framework to promptly address and resolve customer Grievances fairly and equitably.
- To provide an enhanced level of customers satisfaction.
- To provide easy accessibility to the customer for an immediate Grievance redressal.
- To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

**To be compliant to the provisions of the CODE OF CONDUCT FOR INTERMEDIARIES OF MUTUAL FUNDS (REVISED)**

**How to raise the grievance**

The customer can raise grievances through the following modes:

- **Phone Call:** Call at 0124-4909335 to register the complaint.
- **Email:** The subscriber may write to [info@balcfo.in](mailto:info@balcfo.in)
- **Letter:** Subscriber may also raise the grievance by writing us to the following address

**Grievance Redressal officer**

**Bellwether Associates LLP**

201, 2<sup>nd</sup> Floor, Address One by Baani,

Golf Course Road, Sector 56, Gurgaon

In case of any grievance or deficiency in services or in case of any mis-selling at the end of **Bellwether Associates LLP** or any of its representative/s, the matter should be reported in writing or through an email to [info@balcfo.in](mailto:info@balcfo.in)

Our team will send you an acknowledgement and will dedicatedly work to resolve the grievance in a quick and efficient manner.

We assure you the grievance will be well looked into and be addressed on Top Priority within a period of 30 days.