

Opulent Investment Adviser Private Limited (Opulent)**Grievance Redressal Policy**

Objectives: The objective of the policy is to ensure that:

- All clients are treated fairly and without bias at all times.
- All issues raised by clients are dealt with courtesy and resolved on time.

Scope: All complaint received from active paid clients related to advisory services. It is essential that grievances of the clients are given due importance and quick action is taken to resolve the same. To provide efficient and enhanced services to the client, Opulent has a mechanism in place to address the grievances of its clients relating to any service-related issues. The following process and guidelines are laid down by Opulent for proper and responsible handling of all complaints and for ensuring efficient and effective complaints resolution.

Registration of complaints

Opulent enable its clients to register their complaint relating to advisory services availed by him/her using of the "Complaints" link in the customer care section of the company's website i.e. www.stockaxis.com. All complaints will be captured in the 'complaint register' at the client relationship system hereinafter referred as CRM. Client complaint received will be duly acknowledged and the sender is issued an 'interaction ID' as a confirmation of receipt of his specific complaint which can also be used for all correspondences thereon. This 'interaction ID' is informed to client with a return e-mail to the same email ID from where the complaint is received. The complaint is assigned to the Grievances Department which will resolve the same. All the client communication will be done only through appropriate email id for Investor Grievance handling.

Resolution of complaints

Time frame for response: The turn-around-time (TAT) for the responding to a complaint is T+7 (T = date of Receipt of Complaint; +7 = additional seven working days). An interim reply informing about the status of complaint and requesting extension of time can be sent to the client.

If not satisfied with the response of Opulent Investment Adviser Private Limited you can lodge your grievances with SEBI at <https://scores.sebi.gov.in/> or you may also write to any of the

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offices of SEBI. For any queries, feedback, or assistance, please contact the SEBI Office on the Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:-

Google Play: <https://play.google.com/store/apps/developer?id=SEBI+SCORES> (Or) Search for "SEBI SCORES" in Google Play Link to SEBI Scores App
AppleStore: <https://apps.apple.com/in/app/sebiscores/id1493257302> (Or) Search for "SEBI SCORES" in Apple App Store on website

ODR Portal could be accessed, if unsatisfied with the response. A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market". ODR Portal can be accessed via the following link - <https://smartodr.in>

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