

ZAMZAM CAPITAL

SEBI Registered Research Analyst Registration No. INH000016199

Grievance Redressal Process

We believe that Investor service is a vital element for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points. Prompt and efficient service is essential for retaining existing relationships and therefore Investor satisfaction becomes critical to us, especially since we follow the Direct-to-Investor model. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

- Investors will be treated fairly and equally at all times
- Complaints raised by Investors will be dealt with courtesy and in a timely manner
- Queries and Complaints will be treated efficiently and fairly.
- To provide enhanced level of satisfaction to clients.
- To provide easy accessibility to the client for an immediate grievance redressal.

The Research Analyst and its employees work in good faith and without prejudice, towards the interests of the Investors.

Grievance Redressal Mechanism

Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client but do not include the following:

- i. Complaints that are incomplete or not specific in nature;
- ii. Communications in the nature of offering suggestions;
- iii. Communications seeking guidance or explanation

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Compliance Officer of the

Research Analyst at support@zamzam-capital.com. Alternatively, the Investor may call on +91-8694010200

2. A letter may also be written with their query/complaint and posted at the below mentioned address:

No. 6 Berlie Street, Langford Town, Shanthinagar, Bangalore 560025, Karnataka

3. Clients can expect a reply within 15 business days of approaching the Research Analyst.
4. If not satisfied with the response of the Research Analyst, clients can lodge their grievances with SEBI at <https://scores.sebi.gov.in/> or they 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 1800 22 7575 / 1800 266 7575.

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