

Complaint redressal and SCORES

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 clients.

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 Client Servicing Team at operations@apricuswealth.in. Alternatively, the Investor may call on +91 98103 12124.
2. A letter may also be written with their query/complaint and posted at the below mentioned address:

Apricus Wealth Investment Managers LLP
Flat no. 1105, 11th Floor, 1106 Skipper House, 22 Fire Brigade Lane, Barakhamba,
Connaught Place
New Delhi 110001
+91-98110 04140

3. Clients can write to the Investment Adviser at kunal.bhatia@apricuswealth.in if the investor does not receive a response within 10 business days of writing to the Client Servicing Team. The client can expect a reply within 10 business days of approaching the Investment Adviser.
4. In case you are not satisfied with our response you can lodge your grievance with SEBI at <http://scores.gov.in> or you may also write to any of the offices of SEBI. SCORES may be accessed through the SCORES mobile application as well, same can be downloaded from the below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

Grievance Redressal/Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Shantanu Kant	Flat no. 1105, 11th Floor, 1106 Skipper House, 22, Fire Brigade Lane, Barakhamba, Connaught Place	9810312124	operations@apricuswealth.in	Monday-Friday 9:00 AM to 5:00 PM

		New Delhi – 110001			
Head of Customer Care	Shantanu Kant	Flat no. 1105, 11th Floor, 1106 Skipper House, 22, Fire Brigade Lane, Barakhamba, Connaught Place New Delhi – 110001	9810312124	operations@apricuswealth.in	Monday- Friday 9:00 AM to 5:00 PM
Compliance Officer	Kunal Bhatia	Flat no. 1105, 11th Floor, 1106 Skipper House, 22, Fire Brigade Lane, Barakhamba, Connaught Place New Delhi – 110001	9811004140	kunal.bhatia@apricuswealth.in	Monday- Friday 9:00 AM to 5:00 PM
CEO	Kunal Bhatia	Flat no. 1105, 11th Floor, 1106 Skipper House, 22, Fire Brigade Lane, Barakhamba, Connaught Place New Delhi – 110001	9811004140	kunal.bhatia@apricuswealth.in	Monday- Friday 9:00 AM to 5:00 PM
Principal Officer	Kunal Bhatia	Flat no. 1105, 11th Floor, 1106 Skipper House, 22, Fire Brigade Lane, Barakhamba, Connaught Place New Delhi – 110001	9811004140	kunal.bhatia@apricuswealth.in	Monday- Friday 9:00 AM to 5:00 PM