

Narnolia Financial Advisors Ltd.*

GRIEVANCE REDRESSAL AND DISPUTE SETTLEMENT MECHANISM:

The Grievances, if any that may arise pursuant to Portfolio Management Services shall be solved in the manner detailed below:

While resolving the Grievance, acts done in good faith, risk or losses arising out of normal business practices, which have been disclosed in the Agreement or have bearing on the normal operations, shall be taken into consideration.

- At the out-set, the grievance is referred to the Dealing Officer, who shall try to resolve the same within a week
- In the event of non-redressal of Grievance within the stipulated time, the same is escalated to Investor Relation Officer, who shall resolve the same within 3 days of the reference
- The Client can also refer the Matter to Arbitration as provided in the Agreement under Arbitration and Conciliation Act, if he is not satisfied of its resolution by the Investor Relation Officer. Such arbitration proceedings shall be held at Kolkata or such other place as may be deemed fit by the Portfolio Manager.

Name, address, telephone number of the investor relation officer who shall attend to the investor queries and complaints.

Mr. Manish Kumar Agarwal, Compliance Officer

Narnolia Financial Advisors Ltd.

Arch Waterfront, 5th Floor, Block GP, Plot F4,

Sector V, Saltlake, Nabadiganta,

Kolkata – 700091

Telephone: (033) 4054 1759

** There has been change of Control in the Company duly approved by SEBI. Further the name of the Company has been changed from "Microsec Capital Ltd." to "Narnolia Financial Advisors Ltd." in ROC. Application for fresh registration pursuant to change of control in the new name of "Narnolia Financial Advisors Ltd." is under process at SEBI.*