

Ankur Capital has a framework to allow third parties to make a complaint against us or any company funded by us. This provides an avenue for a complainant, who is aggrieved by our actions or by the actions of companies funded by us, to get a resolution and enable Ankur Capital draw lessons for improving its processes.

What can the complaint be about?

The complaint can be about a failure by Ankur Capital to comply with policies that are available on Ankur Capital's website (see "policy on responsible investing"). The complaint can also be about fraud, bribery, corruption, money laundering or activities pertaining to the functioning of Ankur Capital.

What cannot be considered as a complaint?

- a. Complaints which are prima facie made with the objective of gaining competitive advantage or that are excessive, repetitive, malicious or frivolous in nature
- b. Comments which are generic in nature without any substance

Who reviews the complaint?

Complaints mechanism Team comprises of:

- a. Rema Subramanian – Partner
- b. Krishnan Neelakantan – Partner
- c. Deepak Bhatt – Compliance Officer

If the Complaints mechanism Team considers fit, they would consult with independent consultant to determine an appropriate channel for processing the complaint. Where the complaint is against any member of the Complaints mechanism Team, such member shall recuse themselves from the Committee till resolution of that complaint.

How can a complaint be filed?

Complaints can be submitted in writing, by e-mail or post. The complaint should be in English or in any other language of the complainant.

E-mail:

complaints@ankurcapital.com

Post:

Complaints Mechanism Team,
Ankur Capital
Unit 5, Jetha Compound,
Dr. Ambedkar Road, Byculla (East),
Mumbai 400027

What happens after a complaint is filed by a complainant?

First step after a complaint is received is to determine whether the complaint is admissible. If the complaint is admissible, then the Team will decide on the steps to resolve the complaint. This could be an internal inquiry, meeting or through any other manner the Complaints mechanism Team deems fit.

If the complaint is not admissible, the complainant will be informed of the reasons for the same.

The objective is to identify resolution to a complaint in a dialogue manner between the concerned parties

and implement, where required, additional processes to avoid a repetition in the future. With this objective, the Complaints mechanism Team will work towards resolving the complaints with the concerned parties and with their own due diligence. In this process the Compliance mechanism Team will also do a review of its own processes to check whether any processes have failed, which has led to this complaint.

Will a remedy be available for every complaint?

The objective is to resolve the complaint via dialogue and identify and strengthen the processes to avoid future recurrence of a complaint. It is believed that all complaints will have a remedy by this approach. However, there could occur a situation where Ankur Capital or its portfolio companies are unable to remedy a complaint within a reasonable timeframe. In such cases, the complainant will be informed of the reasons thereof.

Is there a specific timeframe for the process?

S No	Activity	Timeline
1	Acknowledgement of receipt of complaint	Within 5 working days from receipt of complaint
2	Assessment of admissibility of the complaint	15 working days
3	Preliminary review	30 working days
4	Further review	On a case to case basis

In all cases, Ankur Capital will strive to complete full review of a complaint within 2 months of receipt. Ankur Capital will keep the complainant updated with the timeline for further review stage activity on a timely basis.

Can the complainant information be kept confidential?

Yes, if the complainant states in their request to treat the identity and/or the information as confidential.