

Grievance Redressal Process

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

The Grievance Redressal policy follows the following principles.

- All Clients will be always treated fairly.
- Complaints raised by Clients will be dealt with courtesy and
- Queries and Complaints will be resolved efficiently and promptly.

The Investment Adviser and employees work in good faith and without prejudice towards the interests of the Clients. The Investment Advisor has a dedicated Client Servicing Team which is responsible for timely and prompt communication with our clients, while having an open attitude towards service recovery and providing alternate solutions, thus ensuring healthy relationships with our clients.

Grievance Redressal Mechanism

1st LEVEL

If you are not satisfied with our services and would like to complain, we would request you to first talk to our representative from the Investment Advisory Department who is your point of contact. You can discuss this with him/her and be rest assured that your complaint will be resolved on best efforts within 2 to 4 working days. Our representatives can be reached via phone at [+91-22-35725538](tel:+91-22-35725538) or by email at info@mountbliss.co.in.

2nd LEVEL

In case Clients are not satisfied with our representatives, they can escalate their query and are further entitled to make a complaint in writing or orally to the Client Servicing Team. We will try to resolve your complaint within 2 to 4 working days. The first step is for us to be clear about the nature of your complaint, and to identify what we can do to resolve the issue. When we have finished our investigations into your complaint, we will be in touch to provide you with a full response to your complaint. The Client Servicing Team is headed by [Ms. Shruti S. Devlekar](#) and can be contacted by phone at [+91-22-35725538](tel:+91-22-35725538) or by email at compliance@mountbliss.co.in.

3rd LEVEL

If you are still not satisfied with the response or the handling of your complaint by our representative or Client Service Team, you can approach or write an email to [Mr. Sahil A. Chotalia \(Investment Adviser\)](#) at sahil@mountbliss.co.in with complete details. He will get in touch with you at the earliest and try to resolve your complaint as soon as possible.

SEBI SCORES PORTAL

If your complaint is not resolved within one month, you may refer your complaint to the regulator - The Securities and Exchange Board of India (SEBI). SEBI has launched a centralized web-based complaints redress system 'SCORES'. The link to the platform is <https://scores.sebi.gov.in/>

SMART ODR PORTAL

SEBI launched the Common Online Dispute Resolution Portal (ODR Portal) on July 31, 2023, to connect online conciliation and arbitration for resolving disputes in the Indian Securities Market, providing investors with an efficient platform for dispute resolution. Customers can now file complaints on the Smart ODR Portal. The Registration link is <https://smartodr.in/register> and the Login link is <https://smartodr.in/login>.

Sahil A. Chotalia

Proprietor Mount Bliss Capital

SEBI Registered Individual Investment Adviser



SEBI Registration Details

Registered Name: Sahil A. Chotalia (Proprietor, Mount Bliss Capital)

Type of Registration: Individual Investment Advisor

Registration No: INA000015145

Validity: Sep 21, 2020 – Perpetual

BSE Membership ID: 1368

Contact Details of the Principal Officer

Sahil A. Chotalia

Email: sahil@mountbliss.co.in

Phone: +91-22-35725538

Address: 203, Satguru Krupa, Zakeria Road
Off. SV Road, Malad West, Mumbai – 400064

Corresponding SEBI Office Address: Plot No.C4-A, 'G' Block Bandra-Kurla Complex, Bandra East, Mumbai – 400051

Investment in securities market are subject to market risks. Read all the related documents carefully before investing. Registration granted by SEBI, membership of BSE (in case of IAs) and certification from NISM in no way guarantee performance of the intermediary or provide any assurance of returns to investors.