



Policy on Stakeholder's Grievance & Redressal Mechanism Version 3.1

Document Controls and Revision History

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3.0	Annual Review	July 11, 2025

1. **Objective**

The objective of this policy document is to enable Axis Capital Ltd. (ACL) to put in place an effective and suitable mechanism for receiving and addressing complaints from stakeholders with specific emphasis on resolving such complaints fairly and expeditiously.

The Company shall have a robust mechanism for quick and effective handling of complaints as well as prompt preventive and corrective actions as well as processes for providing effective services to the Clients.

The Company shall ensure that all stakeholder grievances are resolved within the timelines prescribed by the Securities and Exchange Board of India (SEBI), from time to time, and in accordance with the SEBI Complaint Redress System (SCORES) framework and the Merchant Banking, Stock Broking and Research Analyst regulations.

2. **Scope of the policy:**

This Policy is to ensure that the following is done for every grievance raised:

- Issues raised by Clients are dealt with courtesy and resolved on time.
- All the complaints will be treated efficiently and fairly without any bias.

3. **Institutional Equities (Stock Broking license):**

i. **Process to Register a Complaint:**

Clients have been given multiple options to raise their complaints and may choose any of them to lodge a complaint/ concern. Further, Stakeholder Grievances escalation matrix shall be displayed on the ACL's website/Research webpage and under the 'Contact Us' tab for ready reference to the clients.

Stakeholders can lodge their complaints via:

Post	To Head of Compliance Axis Capital Limited Axis House, 1 st Floor, P.B. Marg, Worli, Mumbai – 400 025
Email	• compliance@axiscap.in - and/or • investor.grievance@axiscap.in
Telephone	+91 22 4325 1199

ii. **Resolution of Complaints**

- The Compliance Officer is responsible for ensuring that all Client/Stakeholder Complaints are resolved. The Compliance Officer shall take every action including involving various departments (Sales/Sales Trading/Operations etc.) in resolving the complaints in an efficient and timely manner.
- In case the complaint remains unresolved after the lapse of a reasonable period i.e. 15 days, it shall be escalated to the Business Heads / CEO, as appropriate.
- If the complaint remains unresolved even after being escalated as above, then the Compliance Officer shall report it to the Directors for speedy resolution.
- The Compliance Officer shall periodically monitor the progress made on the resolution of the complaints, if any, and the same should be updated monthly and displayed on the website.

iii. **Grievance Redressal Mechanism**

Level 1: Approach the designated Stakeholder Grievance e-mail ID of ACL. ACL will strive to redress the grievance immediately, but not

later than 21 days of the receipt of the grievance.

Level 2: Approach the Stock Exchanges using the grievance mechanism mentioned in the website of the respective exchange.

Level 3 In case the complaint is not redressed at either ACL or the Stock Exchange level, the Client could reach out to SEBI on SCORES. In the absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in/> OR <https://smartodr.in/login>

iv. Escalation Matrix:

Details	Contact Person	Address	Contact No.	Email ID
Customer Care	Malay Oza	Axis Capital Ltd Axis House, 1 st Floor, P.B. Marg, Worli, Mumbai – 400025	+91224325 5584	malay.oz@axiscap.in
Compliance Officer	Vilma Mathias Gangahar		+91 22 4325 1199	compliance@axiscap.in / investor.grievance@axiscap.in
CEO	Atul Mehra		+91224325 3130	Atul.mehra@axiscap.in

4. Investment Banking & AIF license:

i. Process to Register a Complaint:

Stakeholders/ Clients have been given multiple options to raise their complaints and may choose any of them to lodge a complaint/concern:

Post	To Head of Compliance Axis Capital Limited Axis House, 1 st Floor, P.B. Marg, Worli, Mumbai – 400 025
Email	complianceibd@axiscap.in
Telephone	+91 22 4325 2108

ii. **Resolution of Complaints**

- The Compliance Officer is responsible for ensuring that all stakeholder complaints are resolved. The Compliance Officer shall take every action including involving various departments (ECM/ IB Coverage/Corporate Finance) in resolving the complaints in an efficient and timely manner.
- In case the complaint remains unresolved after the lapse of a reasonable period i.e. 21 days, it shall be escalated to the Business Heads / CEO, as appropriate.
- If the complaint remains unresolved even after being escalated as above, then the Compliance Officer shall report it to the Directors for speedy resolution.
- The Compliance Officer shall periodically monitor the progress made on the resolution of the complaints, if any, and the same should be updated monthly and displayed on the website.
- All complaints, including those received through SEBI SCORES platform, shall be resolved within 21 calendar days from the date of receipt and an Action Taken Report (ATR) shall be uploaded on SCORES within the prescribed timelines.

Further, Stakeholder Complaints for all primary market issuances and exit options as per SEBI are displayed on the website on or before the 7th day of the succeeding month detailing the number of complaints received from different sources and resolved in the preceding month.

iii. **Grievance Redressal Mechanism**

Level 1: Approach the designated Stakeholder Grievance e-mail ID of ACL. ACL will strive to redress the grievance immediately, but not later than 21 days of the receipt of the grievance.

Level 2 In case the complaint not redressed at ACL level, the Stakeholders/ clients could reach out to SEBI on SCORES by

lodging a complaint with SEBI at <https://scores.sebi.gov.in/> or may send their complaints to: Office of Stakeholder Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan at Plot No. C4-A, 'G' Block, Bandra - Kurla Complex, Bandra (E), Mumbai - 400 051.

Level 3 Alternatively, Stakeholders/ clients may also seek appropriate remedies through the Online Dispute Resolution mechanism <https://smartodr.in/login>

5. **Research Analyst:**

i. **Process to Register a Complaint:**

Stakeholders/ Clients have been given multiple options to raise their complaints and may choose any of them to lodge a complaint/concern:

Post	To Head of Compliance Axis Capital Limited Axis House, 1 st Floor, P.B. Marg, Worli, Mumbai – 400 025
Email	• compliance@axiscap.in and/or • investor.grievance@axiscap.in
Telephone	+91 22 4325 1199

ii. **Resolution of Complaints**

- The Compliance Officer is responsible for handling all Stakeholder Complaints. The Compliance Officer shall take every action including involving Research Department in resolving the complaints in an efficient and timely manner.

- In case the complaint remains unresolved after the lapse of a reasonable period i.e. 21 days, it shall be escalated to the Business Heads / CEO, as appropriate.
- If the complaint remains unresolved even after being escalated as above, then the Compliance Officer shall report it to the Directors for speedy resolution.
- The Compliance Officer shall periodically monitor the progress made on the resolution of the complaints, if any, and the same should be updated monthly and displayed on the website.

(iii) Grievance Redressal Mechanism

Level 1 Approach the designated Stakeholder Grievance e-mail ID of ACL. ACL will strive to redress the grievance immediately, but not later than 21 days of the receipt of the grievance.

Level 2 In case the complaint not redressed at ACL level, the Clients/Stakeholders could reach out to SEBI on SCORES by lodging a complaint with SEBI at <https://scores.sebi.gov.in/> or may send their complaints to: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan at Plot No. C4-A, 'G' Block, Bandra - Kurla Complex, Bandra (E), Mumbai - 400 051.

Level 3 Alternatively, Clients / Stakeholders may also seek appropriate remedies through the Online Dispute Resolution mechanism <https://smartodr.in/login>

iv. Escalation Matrix

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID
Customer Care	Jeevan Britto	Axis Capital Ltd Axis House, 1st Floor, Pandurang Budhkar Marg, Worli, Mumbai – 400025	+91 22 43251110	investor.grievance@axiscap.in
Head of Customer care	Jeevan Britto		+91 22 4325 1110	compliance@axiscap.in / investor.grievance@axiscap.in
Compliance Officer	Vilma Mathias Gangahar		+91 22 4325 1199	Vilma.Gangahar@axiscap.in
CEO	Atul Mehra		+91 2243253121/22	compliance@axiscap.in / investor.grievance@axiscap.in
Principal Officer			+91-22-4325 1199	

6. Review:

This Policy shall be reviewed once a year. However, in case of a regulatory amendment during the course of the year, this policy will be updated and approved by MANCOM.