

Redressal of client grievances

Investors can seek clarification for their queries and are further entitled to make a complaint in writing, verbally or telephonically.

[Investors can use this Grievance Redressal Form and we will respond within 10 days](#)

An email may be sent to:

For Investment Advisor related queries at prosper@cravingalpha.com

Alternatively, the Investor may call on +919836160204

A letter may also be written with their query/complaint and posted at the below mentioned address:

MARTIN BURN BUILDING, 4TH FLOOR ROOM 19,
1 RN MUKHERJEE ROAD
KOLKATA, WEST BENGAL, 700001

In case the Investors are unsatisfied or haven't received a reply within 10 business days of writing the complaint, the investor may reach out to our Compliance department at prosper+compliance@cravingalpha.com. The Investor can expect a reply within 10 business days of approaching our Compliance department.

Alternatively, Investor may use SCORES

<https://scores.gov.in/scores/Welcome.html> to submit the complaint or grievance directly to us for resolution.

We shall endeavor to redress the Investor complaint(s) within 30 days without any intervention of SEBI, failing which the complaint shall be registered on SCORES. Clients can also visit SMART ODR Portal to file a dispute on [SMARTODR](#) (<https://smartodr.in/login>).

It is mandatory for the Investor having grievance to take up the matter directly with Craving Alpha LLP

In case an Investor is still not satisfied with the response, grievance can be lodged with SEBI at <https://scores.gov.in/scores/Welcome.html> or one may also write to any of the offices of SEBI or contact SEBI Office on Toll Free Helpline at **1800 266 7575/ 1800 22 7575**. The complaint shall be lodged on SCORES within one year from the date of cause of action, where,

- The complainant has approached Craving Alpha LLP, for redressal of the complaint and,
- We have rejected the complaint or,



- The complainant has not received any communication from us or,
- The complainant is not satisfied with the reply received or the redressal action taken by us.

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from below link:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>
<https://apps.apple.com/in/app/sebiscores/id1493257302>

If the investor is not satisfied with the extent of redressal of grievance by us, there is a one-time option for 'review' of the extent of the redressal, which can be exercised within 15 days from the date of closure of the complaint on SCORES. Thereafter, the complaint shall be escalated to the supervising official of the dealing officer of SEBI.

Any complaints/disputes not resolved to satisfaction of investors per the above grievance redressal framework will be resolved by settlement through conciliation and arbitration process, under the Arbitration and Conciliation Act, 1996, as may be agreed under the respective Contribution Agreements/ Client Agreements of investors.

For Craving Alpha LLP

Mayank Mehra
15/9/23

Mayank Mehra, CFA, FRM

Principal Partner,

