

360 ONE WAM LIMITED

Investor Grievance Redressal Framework

Approving Authority	The Stakeholders Relationship Committee of the Board of Directors of 360 ONE WAM LIMITED (" Company " and formerly known as IIFL Wealth Management Limited)
Approval Date	July 10, 2023
Effective Date	July 10, 2023

1. OBJECTIVE:

The objective of the Investor Grievance Redressal Framework ("**Framework**") is to ensure that:

- (i) All Investors are always treated fairly and without bias,
- (ii) All issues raised by Investors are dealt with courtesy and resolved promptly,
- (iii) Investors are made aware of their rights, so that they can opt for alternative remedies, in case they are not fully satisfied with the response or resolution to their complaint.

2. DEFINITION:

- (i) "**Company**" means 360 ONE WAM LIMITED.
- (ii) "**Grievance**" shall mean a complaint or expression of dissatisfaction with any of the services provided by the Company. This is to be distinguished from a query (which is a question or request for information) or a service request.
- (iii) "**Investor**" shall mean such person who holds equity share or debenture issued by the Company.
- (iv) "**SEBI**" shall mean Securities and Exchange Board of India.

All terms used in this Framework but not defined herein shall have the meaning assigned to such term in the Companies Act, 2013 and / or Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), Regulations, 2015 ("**SEBI LODR**"), as applicable. In case of any conflict between the applicable meanings assigned to such term under the Companies Act, 2013 and SEBI LODR, the term shall be interpreted in such manner that ensures compliance with both Companies Act, 2013 and SEBI LODR. Unless the context otherwise requires, words in the singular include the plural and vice versa.

3. GRIEVANCE REDRESSAL FRAMEWORK:**3.1 Transparency:**

The Investor shall be provided with all information regarding the channels they can access to service their requirements and resolve their issues. In addition, the turnaround time for issues to be redressed, shall be communicated transparently and promptly.

3.2 Accessibility:

360 ONE WAM LIMITED enables its Investors to register Grievances through multiple channels. The Investors can reach out via letter, email, phone call or a personal visit:

Registrar and Share Transfer Agent	Company	Debenture Trustee (For Debenture Holders only)
Name: Link Intime India Private Limited Address: C 101, 247 Park, L.B.S. Mark, Vikhroli (West), Mumbai-400083, Maharashtra Tel. : 810 811 6767 Email: rnt.helpdesk@linkintime.co.in Website: www.linkintime.co.in	Mr. Rohit Bhase Company Secretary & Compliance Officer Address: 360 ONE Centre, Kamala City Senapati Bapat Marg, Lower Parel, Mumbai – 400013 Tel. : +91-22-48765600 Email: secretarial@360.one Website: https://ir.360.one	Name: Beacon Trusteeship Limited 7A & B, Siddhivinayak Chambers, Gandhi Nagar, Opp. MIG Cricket Club, Bandra (E), Mumbai (MH)- 400 051 Telephone: +91 22 26558759 E-mail: info@beacontrustee.co.in Website: www.beacontrustee.co.in

The Company maintains a functional website i.e. <https://ir.360.one> wherein the website provides contact details for Grievance redressal and other relevant details of the person designated for handling of Investor Grievances. Further, the Company has also registered itself on SEBI Complaints Redress System (“SCORES”) platform.

3.3. Escalation:

The Company has appointed Link Intime India Pvt. Ltd. as its Registrar and Share Transfer Agent (“RTA”) to ensure faster and efficient provision of services to the Investors. The RTA is primarily responsible for handling Investor queries and Grievances. Accordingly, the Investor can reach out to RTA for any Grievances at the aforementioned contact details. In case an Investor is not satisfied with the resolution provided by RTA, the Grievance may be escalated as per the Escalation Matrix.

Level 1: If the Investor is not satisfied with the response / resolution provided by RTA, they may reach out to the Company.

Level 2: If the Investor is not satisfied with the response / resolution provided by the Company, they may reach out to / refer:

BSE at

https://www.bseindia.com/static/investors/Complaint_against_Companies.aspx,

NSE at <https://www.nseindia.com/invest/file-a-complaint-online> or

<https://www.nseindia.com/invest/download-complaint-form-for-offline-registration>.

SCORES mechanism at: <https://scores.gov.in/scores/Welcome.html>.

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Level 3: If the Investor is not satisfied with the resolution, the Investor may initiate arbitration mechanism as specified by SEBI vide its circular dated May 30, 2022, as amended from time to time. For more details, please visit the web links of the stock exchanges:

BSE Limited - https://www.bseindia.com/static/investors/arbitration_mechanism.aspx

Or

National Stock Exchange of India Limited - <https://www.nseindia.com/invest/about-arbitration>.

4. RESOLUTION OF GRIEVANCE:

The Company shall endeavour redressal of routine Investor Grievances within such period as may be prescribed by SEBI from time to time. In case of non-routine complaints and complaints where external agencies are involved, Company may seek additional time from the Investor to redress the Grievances as expeditiously as possible.

5. CLOSURE OF GRIEVANCE:

A Grievance shall be considered as closed when:

- The Grievance has been addressed fully, or
- Where the response to the Grievance is sent in writing via email or letter, or

Where the Investor comes back with the same matter after it has been closed, or with a related matter, a new Grievance will be registered to enable proper tracking.

6. STAKEHOLDERS RELATIONSHIP COMMITTEE:

The Company has constituted Stakeholders Relationship Committee of the Board of Directors of the Company to inter alia review the status of Investors Grievance and to ensure timely redressal.

7. AMENDMENTS TO THE FRAMEWORK:

The Stakeholders Relationship Committee shall review and amend this Framework as and when required. Any subsequent amendment / modification in the applicable laws in this regard, shall automatically apply to this Framework and the Framework shall stand amended to that extent.