

Grievance Redressal

We welcome your feedback; it helps us improve our products and services for our clients.

If you are dissatisfied with any aspect of our products or services and wish to make a complaint.

How to make us aware of your concern(s)

1) Write to us about your concerns

- a) You can contact your Relationship Manager in person or via their direct contact details.
- b) You can also contact us in person, by writing to us, over email, by telephone or via our website.

Our Office Address and contact details:

Block B-1, Nirlon Knowledge Park, Off western Express Highway, Goregaon – East, Mumbai – 400 063;

Principal Officer: Mr Mayank Khemka; Contact number of principal officer: – 91-22-71804141 ; mayank.khemka@db.com

Complaints made by e-mail

If you have a complaint about any aspect of our service, then you can email us at seema.naik@db.com

If you send us a complaint by email, we will normally respond to you in writing, but we may also choose to respond by return email or by telephone.

Information you need to provide for quicker resolution

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- Your name and address
- Account details
- A clear description of your concern or complaint
- Details of what you would like us to do to resolve the complaint.
- Copies of any relevant documents/information
- A daytime telephone number where we can contact you.
- Any times you would prefer us to contact you.

2) How we will handle your complaint

Your complaint received will be escalated to the DIPL Head/or his delegate and WM COO with complete facts provided. You will be informed that the complaint will be looked into by the concerned team and will be accorded high priority.

For cases where the resolution is expected to take more than 2 working days an interim, 'Holding Response' confirming receipt of the complaint and the matter being looked into and reply will be sent to you within 2 business days.

We will aim to resolve your complaint within 30 days of the date of receipt. However, if we are unable to finalize our investigations within this time frame, we will send you an update before the end of four weeks to let you know when we expect to be able to respond. If we have been unable to complete our investigations within eight weeks, we will write to you again to explain why there is a delay. When we have finished our investigations into your complaint, we will get in touch with you to provide you with a full response to your complaint.

3) Escalation

We aim to resolve all complaints as quickly as possible and to your complete satisfaction. If you are not satisfied with our response or the handling of your complaint, please let us know and we will once again work with you to agree an appropriate way forward.

However, if you are still not satisfied, you may have the option to refer your complaint to any of the following authorities:

Securities and Exchange Board of India

Office of Investor Assistance and Education SEBI

SEBI Bhavan

Plot No.C4-A

G Block

Bandra Kurla Complex

Bandra (E)

Mumbai 400 051

Telephone: +91-22-2644 9000 / 4045 9000

Fax: +91-22-2644 9016-20 / 4045 9016-20

Email: sebi@sebi.gov.in

www.sebi.gov.in

SEBI also takes up grievances against the various intermediaries registered with it and related issues. You may lodge the complaint within three years from the date of cause of the complaint.

Filing of complaints on SCORES – Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
 - i. Name, PAN, Address, Mobile Number, Email ID
- c. Benefits:
 - i. Effective communication
 - ii. Speedy redressal of the grievances

Please make a note of the procedure for filing of complaint on the SEBI SCORES portal and benefits of the same. For further information and FAQ in this regard you may like to refer SEBI SCORES website at the link <https://scores.gov.in/>

Procedure for filing of complaints on SCORES

- a. From August 01, 2018, it is mandatory to register on SEBI SCORES for lodging a complaint.
- b. To become a registered user of SEBI SCORES, investors may click on "Register here" under "Investor Corner" appearing on the homepage of SCORES portal. Investors will have to fill in Registration form. Fields like Name, Address, E-mail Address, PAN, and Mobile Number are mandatory fields and are required to be filled up. The username and password of SCORES will be sent to the investor's registered email id. If an investor is already a registered user, they can login by entering their username and password.
- c. After logging into SEBI SCORES, investors must click on "Complaint Registration" under "Investor Corner".
- d. Investor should provide complaint details.
- e. Investors must select the correct complaint category, entity name, and nature of complaint.
- f. Investors must provide complaint details in brief (up to 1000 characters).
- g. A PDF document (up to 2MB of size for each nature of complaint) can also be attached along with the complaint as supporting document.
- h. On successful submission of complaint, system generated unique registration number will be displayed on the screen which may be noted for future correspondence. An email acknowledging the complaint with complaint registration number will also be sent to the email id entered in the complaint registration form. A

text message will also be sent to the investor informing them about registration of the complaint.

Benefits of filing of complaints on SEBI SCORES

- a. Effective communication
- b. Speedy redressal of the grievances

All complaints regarding trades effected on the exchange through us can be taken up with the exchange on which transaction has been executed.

4) Online Dispute Resolution Portal ("ODR Portal")

If you are not satisfied with the outcome of DIPL & SCORES, you can initiate dispute resolution through **Online Dispute Resolution Portal ("ODR Portal")** which can be accessed at <https://smartodr.in/login>

The dispute resolution through the ODR Portal can be initiated only when the complaint/dispute is not under consideration with DIPL or SCORES or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

Investment Advisory Details

Investment Adviser – Deutsche Investments India Private Limited ; CIN Number : U65923MH2005PTC153486;

Type of registration – Non Individual;

Registration Number – PMS registration number INP000002825;

Validity of Registration- Perpetual; Address : Block B-1, Nirlon Knowledge Park, Off western Express Highway, Goregaon – East, Mumbai – 400 063;

Principal Officer: Mayank Khemka; Contact number of principal officer: – 91-22-71804141 mayank.khemka@db.com

Compliance Officer: Harshit Choudhary, Contact number of Compliance Officer: 91-22-71803030, harshit.choudhary@db.com

Grievance Redressal Officer: Seema Naik, Contact number of grievance redressal office : 91-22-71806760 seema.naik@db.com

Corresponding SEBI Address : SEBI- Investment Management Department, Plot No.C4-A, 'G' Block Bandra-Kurla Complex, Bandra (East), Mumbai - 400051, Maharashtra.