INVESTOR SERVICES / CLIENT PROTECTION

Grievance Redressal & Dispute Resolution

We aim to resolve every concern quickly and fairly. Please contact Aevum first with the details of your grievance. We aim to resolve it as early as possible, and in any case within 21 calendar days of receipt.

HOW TO RAISE OR ESCALATE A CONCERN

01

Write to Aevum

Contact Grievance Officer Lakshmi Reshma Ravuri at reshma@aevumcap.in or Principal Officer Suneetha Thammineedi at suneetha@aevumcap.in. Share a brief description and relevant records.

02

Aevum reviews and responds

We aim for prompt resolution and, in any case, within 21 calendar days of receiving the complaint.

03

Escalate through SEBI SCORES 2.0

If Aevum has not responded, you disagree with its response, or the complaint remains unresolved, lodge it at https://scores.sebi.gov.in/. SCORES generally expects filing within one year of the cause of action.

04

Consider SMART ODR

If resolution remains unsatisfactory, eligible disputes may be taken to https://smartodr.in/ for online conciliation or arbitration, subject to applicable conditions.

GRIEVANCE OFFICER

Lakshmi Reshma Ravuri

reshma@aevumcap.in · +91 8500223841

ESCALATION & RESOLUTION

Your channels for resolution

SEBI SCORES 2.0

SEBI's centralised grievance platform allows investors to lodge, track and seek review of complaints against SEBI-registered intermediaries.

When to use: If you have first approached Aevum and have not received a satisfactory response, or have received no response.

Time limits: File generally within one year of the cause of action. Entities must submit an action-taken report within 21 calendar days. An investor may seek first review within 15 calendar days of the report, and second review where applicable.

scores.sebi.gov.in

SMART ODR | Online Dispute Resolution

The SMART ODR platform offers an online dispute-resolution route, including conciliation and arbitration, when the conditions for using that mechanism are satisfied. It is not necessary to exhaust every SCORES review stage before considering an available ODR remedy.

The process and eligibility depend on the applicable SEBI ODR framework and the status of other legal proceedings.

smartodr.in

CONTACT & SUPPORT

Grievance & Compliance Officer
Lakshmi Reshma Ravuri
reshma@aevumcap.in | +91 8500223841

Principal Officer
Suneetha Thammineedi
suneetha@aevumcap.in | +91 8886064052

Registered office
104, MGR Estates, Dwarakapuri Colony, Punjagutta, Hyderabad 500082, Telangana
Telephone: 040-42607457

SEBI toll-free helplines: 1800 22 7575 / 1800 266 7575

Official references: SEBI Investor Charter for Investment Advisers (2 June 2025); SEBI Master Circular for Investment Advisers (6 February 2026); SCORES FAQs. Review this notice if regulations change.