

Renaissance Investment Managers Private Limited

Investor Charter and Grievance Redressal Policy

| Version | Owner of this Manual | Approved by | Approval date |
|----------------|-----------------------------|--------------------|----------------------|
| 1.0 | Compliance Department | Board of Directors | 05/06/2018 |
| 1.1 | Compliance Department | Board of Directors | 04/03/2021 |
| 1.2 | Compliance Department | Board of Directors | 25/06/2024 |

INDEX

| | | |
|----|--|----|
| A. | Introduction | 3 |
| B. | Grievance Raising Mechanism | 3 |
| C. | Process to register a complaint | 4 |
| D. | Display of Complaints Data: | 5 |
| E. | Management Information System (MIS) report of Investor Complaints: | 5 |
| F. | Investor Charter for Alternative Investment Funds..... | 5 |
| G. | Maintenance of Records: | 9 |
| H. | Review of Policy | 9 |
| | Annexure A | 10 |

A. Introduction

Renaissance Investment Managers Private Limited (hereinafter referred to as 'Company' or 'Investment Manager') acts as an Investment Manager and Co - Sponsor to Renaissance Alternate Investment Fund a SEBI registered Category III Alternative Investment Fund bearing registration number IN/AIF3/18-19/0549.

The Grievance Redressal policy outlines the grievance handling process through a structured grievance redressal framework. Investor inquiries and complaints are a significant voice for the Investors and a prompt and effective service is crucial for maintaining existing partnerships. The Company has established principles and framework to handle both queries and grievances to ensure that:

- a. All Investors are treated in a fair and equitable manner.
- b. Complaints raised by Investors are dealt in a time bound manner.
- c. Investors are provided with information on how to raise their issues and complaints and escalate if they are not satisfied with the resolution or handling.
- d. A dedicated Customer Services Team is in place to handle customer queries and complaints. The process is supervised by a senior resource.

B. Grievance Raising Mechanism

The Investment Manager shall have a structured internal policy mechanism to process and effectively redress any investor grievances in relation to the Fund, in the best manner possible. The Company will also aim to prevent the occurrence of similar grievances in the future.

The Investment Manager will ensure that appropriate resources are dedicated for redressal of issues and queries in a timely manner.

1. The client having grievance to first take up the matter directly with the Company. Investors are entitled to make a complaint either in writing, orally or telephonically. Investors that are serviced by their independent advisors or distributors can also raise their complaints through their advisors and distributors.
2. The below personnel of the Company shall attend to and address any Client query or concern as soon as practicably possible:

| | |
|-----------|---|
| Name | Meghana Kashte |
| Address | C-710, Mittal Commercial Premises CHS Ltd., Near Mittal Estate, Off. M.V. Road, Andheri East, Mumbai- 400059. |
| Telephone | 022 - 49711561 / 62 |
| Email | compliance@renaissanceinvest.in |

3. The Company shall redress the grievance within 21 (Twenty-one) calendar days from the date of receipt of the complaint.
4. Alternatively, an investor may also use SCORES (<https://scores.sebi.gov.in>) to submit the complaint or grievance directly to the COMPANY for resolution.

SCORES registration number are as under:

- Renaissance Alternate Investment Fund – AIF00502

5. If Client/s are still not satisfied with the response from the Company, they can lodge their grievances with SEBI at <https://scores.sebi.gov.in> or 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. 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> and <https://apps.apple.com/in/app/sebiscors/id1493257302>. The complaint shall be lodged within one year from the date of cause of action, where:
 - The complainant has approached the Investment Manager for redressal of the complaint and the Investment Manager has rejected the complaint or,
 - The complainant has not received any communication from Investment Manager or,
 - The complainant is not satisfied with the reply received or the redressal action taken by the Investment Manager.
6. If the Client is not satisfied with the extent of redressal of grievance by the Company, there is a one-time option for “Compliant review Facility” 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.
7. After exhausting all aforementioned options for resolution, if the client is not satisfied, they can initiate dispute resolution through the Online Dispute Resolution Portal (ODR) at <https://smartodr.in/login>.
8. Alternatively, the client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Company is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.
9. The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in SCORES guidelines or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the Investment Manager).
10. The process on Online Dispute Resolution Mechanism is available on website of the Company at <https://www.renaissanceinvest.in/about>.

C. Process to register a complaint.

- Investors who wish to lodge a complaint on SCORES (complainant) are required to register themselves on www.scores.gov.in by clicking on “Register here” under the “Investor Corner”.

- While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), contact details, email Id, Aadhaar card number (optional), Central KYC (CKYC) ID (optional) etc. are required to be provided for effective communication and speedy redressal of the grievances.
- Upon successful registration, a unique user id and a password shall be generated and communicated through an acknowledgement email to the complainant.
- If the Investor is unsatisfied, then he may register the same on ODR portal. The Investor will have to register themselves on <https://smartodr.in/login> by clicking “Create one here” under “Investor Login”.
- While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), contact details, email Id, Address are required to be provided.
- Upon successful registration, you will receive an email on the registered email address with a link to verify your account.

D. Display of Complaints Data:

The details of the complaints including SCORES complaints shall be disclosed in the Private Placement Memorandum (PPM) of the Fund in the format provided in **Annexure A** or such other format as may be prescribed by SEBI from time to time.

E. Management Information System (MIS) report of Investor Complaints:

A MIS report of the complaints received, pending, and resolved during the Quarter will be placed before the Directors of the Company, at regular intervals for their review and information.

F. Investor Charter for Alternative Investment Funds

i. Vision and Mission Statement:

Vision

To develop the Alternative Investment Fund (“AIF”) industry on professional and ethical lines and maintain high standards of governance and transparency.

Mission

- Maintain high professional and ethical standards within the AIF industry.
- Comply with all applicable regulations and co-operate with the regulators in all aspects of the AIF activity.
- Act in a fiduciary capacity towards the investors.

ii. Details of business transacted by the organization with respect to the investors:

- To raise capital from domestic and global investors.
- To invest in portfolio companies in accordance with investment strategy stated in Fund documents, with an objective to generate positive returns for the stakeholders including investors.
- To distribute returns to the investors as per the fund documents.

iii. **Details of services provided to investors:**

1. On-boarding of investors

- 1.1 Sharing of Private Placement Memorandum (PPM).
- 1.2 Account opening with the AIF:
 - Completing KYC of investors and registration of KYC with KRAs.
 - Sharing of copies of fund documents with investors.
 - Entering into contribution agreement with investor.

2. Obtaining investor consent for material changes to fund structure

- 2.1 Change in the sponsor or the manager of the AIF.
- 2.2 Change in control of the sponsor or the manager of the AIF.
- 2.3 Material changes to terms of PPM
 - Term of Fund.
 - Investment Strategy.
 - Increase in fees and charges.
- 2.4 Winding up of Fund/ Scheme prior to expiry of tenure.

3. Dissemination of financial information of Fund

- 3.1. Net Asset Value of Fund/ Scheme.
- 3.2. Financial information of investee companies.
- 3.3. Information on performance of scheme/fund.

4. Disclosures with respect to material risks associated with the fund and its portfolio investments

- 4.1. Any inquiries/ legal actions by legal or regulatory bodies in any jurisdiction.
- 4.2. Any material liability arising during the tenure of the fund.
- 4.3. Any breach of a provision of the PPM or any other agreement made with the investor or any other fund documents.
- 4.4. Intimation regarding any conflict of interest.
- 4.5. Risks associated with the portfolio, such as concentration risk, foreign exchange risk, leverage risk, realization risk, strategy risk, reputation risk, extra-financial risks such as social and corporate governance risks etc. at fund and investee company level.

5. Intimation of any non-material changes in the operations of the fund

- 5.1. Non-material changes such as
 - Bank account details
 - Address of AIF or its Manager or Sponsor

- Contact details such as email-id, contact number, etc. of AIF or its Manager or Sponsor

6. Grievance redressal

6.1. Redressal of investor complaints received directly from investors and/ or from SEBI / SCORES.

iv. Timelines of the activity/services provided to investors:

| Sr. No. | Description of activity/services provided by Alternative Investment Funds (AIFs) to its investors | Timeline for completion of activity |
|-----------|--|--|
| 1. | Valuation related disclosures: | |
| a. | Valuation of investment by Category I and II Alternative Investment Fund | At least once every six months. Can be extended to once a year with approval of 75% of its investors by value of investment. |
| b. | Disclosure of NAV of scheme(s) of the Category III Alternative Investment Fund | Close ended fund - quarterly basis Open ended fund - monthly basis |
| 2. | Transparency related disclosures: | |
| a. | Disclosure of financial information of investee companies | <ul style="list-style-type: none"> Category I and II - within 180 days from the year end or earlier as per the fund documents. Category III - within 60 days from the end of the quarter end or earlier as per the fund documents. |
| b. | Disclosure of Material risks: concentration risk, foreign exchange risk at fund level and leverage risk, realization risk, strategy risk, reputation risk at investee company level, extra-financial risks such as social and corporate governance risks etc. at fund and investee company level | |
| c. | Financial, risk management, operational, portfolio, and transactional information regarding fund investments | To be disclosed periodically to the investors |
| d. | Any fees ascribed to the Manager or Sponsor; and any fees charged to the Alternative Investment Fund or any investee company | |
| e. | Any inquiries/ legal actions by legal or regulatory bodies in any jurisdiction | As and when occurred |
| f. | Any material liability arising during the Alternative Investment Fund's tenure | |
| g. | Any breach of a provision of the placement memorandum or agreement made with the investor or any other fund documents | |

| | | |
|-----------|---|--|
| h. | Intimation regarding conflict of interest in any transaction | As and when they arise or seem likely to arise |
| i. | Any change in terms of Private Placement Memorandum /fund documents | On consolidated basis within one month of end of each financial year |
| 3. | Complaint handling related services: | |
| a. | Response to complaint received from investors | Within 21 days from the date of receipt of complaint |
| b. | Redressal of investor complaint received from SEBI/ SCORES | Within 21 days from the date of receipt of complaint |

v. Details of grievance redressal mechanism and how to access it

1. Alternative Investment Funds are required to redress all investor complaints in timely manner.
2. An Alternative Investment Fund, by itself or through the Manager or Sponsor, are required to lay down procedure for resolution of disputes between the investors and AIF or Manager or Sponsor through arbitration or any such mechanism as mutually decided between the investors and the Alternative Investment Fund.
3. Investors can also approach SEBI for redressal of their complaints through SEBI SCORES platform. On receipt of complaints, SEBI takes up the matter with the concerned AIF.
4. Investors may send their complaints to: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan. Plot No. C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051.

vi. Responsibilities of investors

1. Responsibility to inform and educate yourself

- 1.1. Read thoroughly all fund documents including Private Placement Memorandum, Contribution Agreement, sales literature, newsletters and understand the product.
- 1.2. Carefully consider all investment risks, fees, and/or other factors detailed in these documents.
- 1.3. Ensure and make certain that the proposed investment in the Fund meets your investment objective and is in alignment with your risk appetite.
- 1.4. Review your portfolio holdings, account statements and transaction confirmation on regular basis to ensure that you aware of all transactions and securities where you are invested.

2. Responsibility to timely update your KYC and information with the Intermediary

- 2.1 Provide complete and accurate information in your KYC documents, including financial/ income status.
- 2.2 Timely updation of KYC information.

3. Responsibility to abide by the contribution agreement

- 3.1. The investor needs to read carefully and understand the agreement that he/she is entering into with the Alternative Investment Fund and abide by the terms thereof.
- 3.2. The investor should be aware that investment terms are not guarantee of future performance or returns of the Fund/ Scheme.

4. Responsibility to use right financial intermediaries, consultants and advisors

- 4.1. Carefully consider validity and reliability of investment information obtained from all sources, especially unsolicited information obtained over the Internet.

5. Responsibility to maintain confidentiality of information

- 5.1. Investors shall not disclose any material non-public information that is received by virtue of being investors of the fund, except as may be guided by the terms of the fund documents.

G. Maintenance of Records:

The Register of complaint and Grievance shall be maintained and updated with details of complaints and its resolution thereof with time take for resolution.

The soft copies / hard copies of the complaints received from the Investor shall be preserved by the Compliance Officer team for future reference, if required.

A detailed report of complaints received and resolved and reasons for delay if any for resolution will be recorded.

The Register of complaint and grievance will be maintained for such period as prescribed by regulatory authority from time to time.

H. Review of Policy

After verification and scrutiny of the complaint, appropriate steps shall be initiated to resolve the complaint. The Compliance Officer shall endeavor to resolve the investor's complaint within 21 days from the date of receipt of the complaint. The Investor Relations Officer regularly reviews the complaints according to its nature like gaps in the process / understanding, client servicing issue, system related issue etc. and on the basis of such analysis, informs the Management / concerned team to take adequate steps to strengthen the internal processes, control or systems, as the case may be, to avoid the repeat of the same nature of complaint in the future. The policy would be reviewed on a periodic basis or as and when considered necessary by the Board of Directors of Renaissance.

Annexure A

Renaissance Alternate Investment Fund

i. Investor complaints data for the quarter ending (March/June/September/December)

| S. No. | Investor Complaints received from | Pending as at the end of the last quarter | Received | Resolved | Total Pending at the end of the quarter | Pending complaints > 3months | Average Resolution time ^ (in days) |
|---------------|--|--|-----------------|-----------------|--|--|--|
| 1. | Directly from Investors | | | | | | |
| 2. | SEBI (SCORES) | | | | | | |
| 3. | Other Sources (if any) | | | | | | |
| | Total | | | | | | |

^Average resolution time is the sum total of time taken to resolve each complaint in days in the currentquarter divided by total number of complaints resolved in the current quarter.

II. Investor complaints data for last three Financial Years (FY)

| S. No. | FY | Carried forward from previous FY | Received | Resolved | Pending at the end of FY |
|---------------|--------------|---|-----------------|-----------------|---------------------------------|
| 1. | 2021-22 | | | | |
| 2. | 2022-23 | | | | |
| 3. | 2023-24 | | | | |
| | Total | | | | |

^Average resolution time is the sum total of time taken to resolve each complaint in days in the currentquarter divided by total number of complaints resolved in the current quarter.