



Accounting • Investment  
*Creating Futures*

AMFI Registered Mutual Fund Distributor

## INVESTOR COMPLAINT / GRIEVANCE FORM

**Akshar Invest**

AMFI Registered Mutual Fund Distributor (ARN-110756) | APMI Registered PMS Distributor (APRN03748)

<b>Date of Complaint:</b>		<b>Complaint Ref No.:</b>	(Office Use)
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### SECTION A: INVESTOR / COMPLAINANT DETAILS

<b>Full Name</b>	
<b>PAN</b>	
<b>Mobile</b>	
<b>Email Address</b>	
<b>Postal Address</b>	
<b>Folio No(s)</b>	
<b>Demat A/c No.</b>	

### SECTION B: BUSINESS SEGMENT (Tick applicable)

<input type="checkbox"/> Mutual Fund (MF)	<input type="checkbox"/> Portfolio Management Service (PMS)
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### SECTION C: NATURE OF COMPLAINT (Tick applicable)

#### Mutual Fund Related:

<input type="checkbox"/> Transaction Error	<input type="checkbox"/> SIP Not Started / Stopped	<input type="checkbox"/> Redemption Delay
<input type="checkbox"/> Wrong Scheme Invested	<input type="checkbox"/> NAV Dispute	<input type="checkbox"/> Switch / STP / SWP Error

#### PMS Related:

<input type="checkbox"/> Portfolio Performance	<input type="checkbox"/> Unauthorized Trade	<input type="checkbox"/> Fee / Expense Dispute
<input type="checkbox"/> Statement Not Received	<input type="checkbox"/> Strategy Deviation	<input type="checkbox"/> Exit / Redemption Issue

#### General / Other:

<input type="checkbox"/> Service Delay	<input type="checkbox"/> Poor Communication	<input type="checkbox"/> Commission / Fee Concern
<input type="checkbox"/> KYC / Documentation	<input type="checkbox"/> Mis-selling / Unsuitability	<input type="checkbox"/> Data Privacy / DPDPA
<input type="checkbox"/> Other (specify below)		

### SECTION D: COMPLAINT DETAILS

<b>AMC / Scheme Name</b>	
<b>Date of Txn / Issue</b>	
<b>Amount (if applicable)</b>	

**Detailed Description of Complaint:**

**Expected Resolution / Remedy:**

### SECTION E: SUPPORTING DOCUMENTS ATTACHED

<input type="checkbox"/> Transaction Confirmation	<input type="checkbox"/> CAS Statement	<input type="checkbox"/> Email Correspondence	<input type="checkbox"/> Screenshot / Image
<input type="checkbox"/> Bank Statement	<input type="checkbox"/> PMS Agreement / Report	<input type="checkbox"/> Contract Note	<input type="checkbox"/> Other: _____

**List of documents attached:**

### SECTION F: DECLARATION

I hereby declare that the information provided above is true and accurate to the best of my knowledge. I understand that the complaint will be investigated and a response will be provided as per the timelines mentioned in the Grievance Redressal Policy. I authorize the Firm to share relevant details with AMCs, RTAs, PMS providers, SEBI, AMFI, or any other regulatory body as may be necessary for resolution of this complaint.

<b>Signature:</b>		<b>Date:</b>	
<b>Name (BLOCK):</b>		<b>Place:</b>	



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## FOR OFFICE USE ONLY

<b>Received By:</b>		<b>Date Received:</b>	
<b>Ref No.:</b>		<b>Assigned To:</b>	

### Priority:

<input type="checkbox"/> Critical	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low
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### Segment:

<input type="checkbox"/> Mutual Fund	<input type="checkbox"/> PMS
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<b>Ack. Sent On:</b>		<b>Target Resolution:</b>	
<b>Actual Resolution:</b>		<b>Escalated To:</b>	

### Resolution Summary:

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### Investor Satisfaction:

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Partial
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### Complaint Status:

<input type="checkbox"/> Open	<input type="checkbox"/> In Progress	<input type="checkbox"/> Resolved	<input type="checkbox"/> Escalated	<input type="checkbox"/> Closed
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## HOW TO SUBMIT THIS FORM

<input checked="" type="checkbox"/> <b>Email</b>	aksharborsad@gmail.com
<input checked="" type="checkbox"/> <b>Phone</b>	+91 9825120994 / +91 9898961257
<input type="checkbox"/> <b>In Person</b>	15-16, Akshar Invest, Ramnath Mahadev Complex, Opp. Silver Point, Borsad-388540, Dist. Anand, Gujarat
<input type="checkbox"/> <b>GRO</b>	Mr. Patel Pratik Navinbhai (Partner)

## ESCALATION MATRIX

Level	Contact	Timeline
<b>Level 1</b>	GRO: Mr. Patel Pratik Navinbhai aksharborsad@gmail.com   +91 9825120994	Ack: 3 working days Resolve: 7 working days
<b>Level 2</b>	Senior Partner aksharinvestmf@yahoo.com	Resolve: 14 working days
<b>Level 3</b>	Concerned AMC / PMS Provider	As per their grievance policy
<b>Level 4</b>	SEBI SCORES <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a>	As per SEBI timelines
<b>Level 5</b>	SMART ODR <a href="https://smartodr.in">https://smartodr.in</a>	As per ODR institution

**Note:** For PMS complaints, you may also contact the concerned PMS provider directly as per their complaint resolution mechanism.