



# Zerodha Fund House

No 51, 2nd Floor, Le Parc Richmond, Richmond Road,  
Shantala Nagar, Bengaluru 560025 India

## **Investor Grievance Redressal Mechanism**

At Zerodha Mutual Fund, we believe in providing the best of our services to investors. We provide easy access to information on our products and services; we also help you get your grievances redressed at the earliest with ease through the following channels:

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### **1. Redressal through AMC:**

Electronic Communication: Investors can send an email to [support@zerodhafundhouse.com](mailto:support@zerodhafundhouse.com)

Website: The investors can also write to the AMC by raising the ticket.

If the complaint remains unresolved, the investor may write to the Investor Relations Officer at [iro@zerodhafundhouse.com](mailto:iro@zerodhafundhouse.com)

All queries/ complaints received at the AMC (Grievance related to the AMC and/ or its schemes) will be handled & coordinated by AMC Investor Relations Team. The Investor Relations Team will also inform investors on the status of their query.

Investors may escalate to the Compliance Officer at [compliance@zerodhafundhouse.com](mailto:compliance@zerodhafundhouse.com) and/ or CEO at [ceo@zerodhafundhouse.com](mailto:ceo@zerodhafundhouse.com) if they do not receive a response/ not satisfied with the response from the Investor Relations Team.

### **2. Redressal through SCORES:**

If the investor's complaint is not redressed satisfactorily, the investor may lodge a complaint with SEBI on SEBI's portal, named, 'SCORES', which is a centralized web-based complaints redress system. SEBI takes up the complaints registered via SCORES (<https://scores.sebi.gov.in>) with the concerned mutual fund for timely redressal. SCORES facilitates tracking the status of the complaint.

The AMC will redress the grievance within 21 days of the receipt of the grievance through SCORES. If the grievance is not redressed within 21 days,



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then the Complaint shall be registered in SCORES. The AMC suggests to follow grievance redressal through the AMC before opting the option to redress through Registering on SCORES portal.

Investors can also register their grievance by registering themselves on SCORES if the investors do not receive a response within 30 days of approaching the AMC or if they are not satisfied with resolution received from the AMC

### **3. Redressal through physical letter to SEBI:**

Investors may also send their physical 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