

PROCEDURE FOR DISPUTE RESOLUTION

1. INTRODUCTION

1.1. This document lays down the process to be followed by Matterhorn Investment Advisors LLP (“IM”) for addressing any issues or complaints raised by investors in the AIFs/schemes managed by Matterhorn Investment Advisors LLP.

2. PROCEDURE FOR HANDLING INVESTOR COMPLAINTS & GRIEVANCES

2.1. Raising Complaints/Grievances

- Investors can raise their complaints/grievances by sending a written email to **im@mhia.in**.
- Investors can also send their complaints to SEBI at:
**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.**
- The issues should be clearly mentioned in the body of the email.
- Investors can also approach SEBI for redressal of their complaints through the **SEBI SCORES** platform. On receipt of complaints, SEBI takes up the matter with the concerned AIF.

2.2. Actions Taken by the Investment Manager (IM)

- Once the complaint is received in writing by the IM, the same will be addressed by the Investor Relations Team of the IM within **30 days** from the date of receipt of the complaint.
 - Any complaints received by the IM through SEBI / SCORES will also be attended to and addressed by the IM within **30 days** from the date of receipt of the same.
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3. UNRESOLVED DISPUTE

3.1. Initiation of Arbitration

- If the investor is not satisfied with the outcome of the resolution of the complaint, the investor concerned can, within **45 (forty-five) Calendar Days** from the receipt of the response, resort to arbitration.

3.2. Arbitration Process

- The arbitration shall be held before a sole arbitrator of exemplary qualifications and stature, who shall be selected jointly by the Parties, or, if the Parties cannot agree on the selection of the arbitrator, shall be selected in accordance with the **Arbitration and Conciliation Act, 1996**.
- The arbitrator shall be a person of professional repute who is not directly or indirectly connected with any of the Parties and has prior experience as an arbitrator.

3.3. Location and Language

- All arbitration proceedings shall be held in **Jaipur**, and the language of the proceedings shall be **English**.

3.4. Timeline

- The arbitration proceedings shall commence within **30 (thirty) days** of the arbitrator's appointment.
- The arbitrator shall deliver the arbitration award within **60 (sixty) days** from the date of commencement of the arbitration proceedings. The arbitrator's decision shall be final and binding on all parties involved.

3.5. Confidentiality

- All aspects of the arbitration proceedings, including but not limited to the hearings, discovery, and the results, shall be kept confidential by both parties, except as required by law or for the purpose of enforcing the arbitration award.

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Signed by

Mr. Vikas Jain

Compliance Officer