

Principal Officer	
Name	Pranav Shenoy
Contact No	+91 7411260904
Email ID	Pranav.Shenoy@buglerock.asia

Compliance and Grievance Redressal Officer	
Name	Neha Sharma
Contact No	+91 9131487806
Email ID	neha.sharma@buglerock.asia

BugleRock Bhuvi Office Address
Prestige Takt, 1st Floor, No. 23, Kasturba Road Cross, Bengaluru – 560 001

SEBI Office Address
SEBI Bhavan, Plot No. C-4 A, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400051

Disclaimer: Investment in securities market are subject to market risks. Read all related documents carefully before investing. Registration granted by SEBI, membership of BASL and certification from NISM in no way guarantee performance of the intermediary or provide any assurance of returns to investors.

Redressal of Client Grievances		
Learn how to raise, escalate, and resolve your investment-related complaints.		
Investors are entitled to make a complaint in writing, orally or telephonically directly to BugleRock Bhuvi Investment Advisers Private Limited. Investors that are serviced by independent advisors or distributors can also raise their complaints through them.		
It is mandatory for any investor having grievances to take up the matter directly with BugleRock Bhuvi before approaching regulatory bodies. BugleRock Bhuvi shall endeavour to redress the Investor complaint(s) within within 21 (twenty-one) calendar days from the date of the receipt of the complaint by BugleRock Bhuvi.		
For complaints related to IA services the Investors can directly reach BugleRock Bhuvi through:		
Email at:	Phone at	Letters at:
ria@buglerock.asia compliance.ria@buglerock.asia	Neha Sharma +91 9131487806 Pranav Shenoy +91 7411260904	Prestige Takt, 1st Floor, No. 23, Kasturba Road Cross, Bengaluru – 560 001

BugleRock Bhuvi shall endeavour to redress the Investor complaint(s) within 21 (twenty-one) calendar days from the date of the receipt of the complaint by BugleRock Bhuvi.

If investors are still not satisfied with the response from BugleRock Bhuvi, they can lodge their grievances with SEBI at <https://scores.sebi.gov.in/scores-home/> 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. The complaint shall be lodged on SCORES within one year from the date of cause of action, where the complainant has approached BugleRock Bhuvi, for redressal of the complaint and

- ☐ BugleRock Bhuvi has rejected the complaint or,
- ☐ The complainant has not received any communication from BugleRock Bhuvi or,
- ☐ The complainant is not satisfied with the reply received or the redressal action taken by BugleRock Bhuvi.

SCORES may be accessed through SCORES mobile application as well, same can be downloaded from [Google Play Store](#) or [Apple App Store](#). If the investor is not satisfied with the extent of redressal of grievance by BugleRock Bhuvi, there is a one-time option for "review" 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.

After exhausting all aforementioned options for resolution, if the client is not satisfied, they can initiate dispute resolution through the [Online Dispute Resolution Portal \(ODR\)](#).

Alternatively, the client can directly initiate dispute resolution through the ODR Portal if the grievance lodged with the Portfolio Manager is not satisfactorily resolved or at any stage of the subsequent escalations mentioned above.

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.