

Brief Write – Up on Mandate Acceptance Criteria

Our Merchant Banking division is committed to maintaining the highest standards of Investor protection and ensuring prompt and effective redressal of grievances in line with SEBI regulations.

The framework for investor grievance redressal shall include

1. Dedicated Grievance Cell – Establishment of a dedicated Investor Grievance Cell headed by the Compliance Officer to monitor, track, and resolve all complaints.

Grievance Redressal Officer: CS Hina Patel

Email: investors.grievances@steponecapital.in

2. Centralized Mechanism- All grievances shall be recorded in a centralized system and acknowledged promptly with a unique tracking reference.

3. Timely Resolution – Every grievance shall be investigated and resolved within the prescribed timelines under SEBI regulations, ensuring transparency and accountability.

4. Escalation Matrix – Unresolved matters shall be escalated to senior management and, where necessary, reported to SEBI/Stock Exchanges as per regulatory requirements.

5. Periodic Monitoring & Reporting – Regular review of grievance data to identify recurring issues, strengthen internal processes and submit periodic reports to SEBI.

6. Investor Communication- Maintaining clear and transparent communication with investors at every stage of grievance redressal, while safeguarding confidentiality.

Through this mechanism, we seek to build investor confidence, uphold regulatory compliance and reinforce our commitment to fair market practices.

For, Stepone Capital Advisors Private Limited



Rohit Labana

DIN: 11075806

Place: Ahmedabad

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