

SECTION XVII: INVESTOR CHARTER AND COMPLAINTS DATA FOR CATEGORY II AIF

A. Vision and Mission Statement:

Vision

To develop the Alternative Investment Fund (“AIF”) industry on professional and ethical lines and maintain high standards of governance and transparency.

Mission

- Maintain high professional and ethical standards within the AIF industry.
- Comply with all applicable regulations and co-operate with the regulators in all aspects of the AIF activity.
- Act in a fiduciary capacity towards the Investors.

B. Details of business transacted by the organization with respect to the investors:

- To raise capital from domestic and global investors.
- To invest in portfolio companies in accordance with investment strategy stated in fund documents, with an objective to generate positive returns for the stakeholders including investors.
- To distribute returns to the investors as per the fund documents.

C. Details of services provided to investors:

1. On-boarding of investors.

1.1. Sharing of the Private Placement Memorandum (“PPM”).

1.2. Account opening with the AIF:

- Completing KYC of Investors and registration of KYC with KRAs.
- Sharing of copies of fund documents with investors.
- Entering into contribution agreement with investor.

2. Obtaining investor consent for material changes to fund structure

2.1. Change in the sponsor or the investment manager of the AIF.

2.2. Change in control of the sponsor or the investment manager of the AIF.

2.3. Material changes to terms of PPM

- Term of fund.

- Investment strategy.
- Increase in fees and charges.

2.4. Winding up of fund prior to expiry of tenure.

3. Dissemination of financial information of fund.

- 3.1. net asset value of fund.
- 3.2. Financial information of investee companies.
- 3.3. Information on performance of fund.

4. Disclosures with respect to material risks associated with the fund and its portfolio investments.

- 4.1. Any inquiries/ legal actions by legal or regulatory bodies in any jurisdiction.
- 4.2. Any material liability arising during the tenure of the fund.
- 4.3. Any breach of a provision of the PPM or any other agreement made with the investor or any other fund documents.
- 4.4. Intimation regarding any conflict of interest.
- 4.5. Risks associated with the portfolio, such as concentration risk, foreign exchange risk, leverage risk, realization risk, strategy risk, reputation risk, extra-financial risks such as social and corporate governance risks etc. at fund and investee company level.

5. Intimation of any non-material changes in the operations of the fund.

- 5.1. Non-material changes such as
 - Bank account details
 - Address of the AIF or its investment manager or sponsor
 - Contact details such as email-id, contact number, etc. of the AIF or its investment manager or sponsor

6. Grievance redressal

- 6.1. Redressal of Investor complaints received directly from investors and/or from SEBI / SCORES.

7. Digital Accessibility for Persons with Disabilities

- 7.1. Investors who are persons with disabilities within the meaning of the Rights of Persons with Disabilities Act, 2016, have the right to full and equitable access to all investor facing digital platforms of the AIF or the investment manager, in accordance with SEBI circular titled “Compliance Guidelines for Digital Accessibility under the Rights of Persons with Disabilities Act, 2016 and rules made thereunder – mandatory compliance by all Regulated Entities” dated July 31, 2025, read with the SEBI circular bearing reference HO/13/19/13(2)2025-ITD-1_VIAP/I/187/2025 dated December 08, 2025 and any further amendments.

D. Timelines of the activity/services provided to investors:

Sr. No.	Description of activity/services provided by AIFs to its Investors	Timeline for completion of activity
1.	Valuation related disclosures:	
a.	Valuation of investment by Category II Alternative Investment Fund	At least once every six months. Can be extended to once a year with approval of 75% of its investors by value of investment
2.	Transparency related disclosures:	
a.	Disclosure of financial information of investee companies	Category II AIF - within 180 days from the year end or earlier as per the Trust Documents.
b.	Disclosure of material risks: concentration risk, foreign exchange risk at fund level and leverage risk, realization risk, strategy risk, reputation risk at investee company level, extra- financial risks such as social and corporate governance risks etc. at fund and investee company level	
c.	Financial, risk management, operational, portfolio, and transactional information regarding fund investments	To be disclosed periodically to the investors
d.	Any fees ascribed to the Investment Manager or Sponsor; and any fees charged to the AIF or any investee company	
e.	Any inquiries/ legal actions by legal or regulatory bodies in any jurisdiction	As and when occurred
f.	Any material liability arising during the AIF's tenure	
g.	Any breach of a provision of the PPM or agreement made with the investor or any other fund documents	
h.	Intimation regarding conflict of interest in any transaction	
i.	Any change in terms of the PPM / Trust Documents	As and when they arise or seem likely to arise
		On consolidated basis within one month of end of each financial year
3.	Complaint handling related services:	
a.	Response to complaint received from investors	Within 21 calendar days from the date of receipt of complaint
b.	Redressal of Investor complaint received from SEBI/ SCORES	Within 21 calendar days from the date of receipt of complaint

E. Details of grievance redressal mechanism and how to access it.

1. AIFs are required to redress all investor complaints in timely manner.
2. All claims, differences or disputes between Investors and AIF or the Investment Manager arising out of or in relation to the activities of the AIF or the Investment Manager in the securities market shall be submitted to a dispute resolution mechanism that includes mediation and/or conciliation and/or arbitration, in accordance with the procedure specified by SEBI. Provided that no loss or damage or expenses incurred by the Investment Manager or officers of the Investment Manager, including those in relation to resolution of claims or disputes of Investors, shall be met out of the Trust Fund.

Accordingly, Contributors may contact the office of Investment Manager for any queries / clarifications:

Ms. Asha Vyas

Chief Manager -Corporate Client Services Team

4th Floor, HDFC House, 165-166, Backbay Reclamation, Churchgate, Mumbai 400 020.

Telephone No.: +91 22 66580148 / 120

E-mail: aif@hdfcfund.com

In the event the complaints / queries are not answered or redressed within a reasonable time period, Contributors may approach:

Mr. Sameer Seksaria

Head – Corporate Client Services

4th Floor, HDFC House, 165-166, Backbay Reclamation, Churchgate, Mumbai 400 020

Telephone No.: +91 22 66316301

E-mail: sameers@hdfcfund.com

3. If not satisfied with the response of investment manager, Contributors/ Investors can also approach SEBI for redressal of their eligible complaints through SEBI SCORES platform <https://scores.sebi.gov.in>. On receipt of complaints, SEBI takes up the matter with the concerned AIF.
4. Investors may send their 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.
5. Alternatively, eligible Contributors / investors may pursue dispute resolution through the ODR Portal if the grievance lodged with investment manager is not satisfactorily resolved or at any stage of the subsequent escalations at SMART ODR - <https://smartodr.in/login>.
6. Digital accessibility grievance redressal mechanism
 - 5.1. AIFs shall maintain a dedicated grievance redressal mechanism for digital accessibility issues. AIF shall designate any senior officer as the Nodal Officer for digital accessibility compliance. In the absence of an officially designated Nodal Officer, the Compliance Officer shall be deemed to be the Nodal Officer for ensuring digital accessibility compliance.
 - 5.2. Investors experiencing accessibility-related issues on any digital platform of the AIF may lodge a complaint under the “Accessibility” category on the SEBI SCORES portal (<https://scores.sebi.gov.in>). AIF shall remediate the relevant digital platform accessibility issue as a condition for closure of such complaint.

F. Responsibilities of investors

1. Responsibility to inform and educate yourself

- 1.1. Read thoroughly all fund documents including PPM, Contribution Agreement, sales literature, newsletters and understand the product.
- 1.2. Carefully consider all investment risks, fees, and/or other factors detailed in these documents.
- 1.3. Ensure and make certain that the proposed investment in the fund meets your investment objective and is in alignment with your risk appetite.
- 1.4. Review your portfolio holdings, account statements and transaction confirmation on regular basis to ensure that you are aware of all transactions and securities where you are invested.

2. Responsibility to timely update your KYC and information with the intermediary

- 2.1. Provide complete and accurate information in your KYC documents, including financial/income status.
- 2.2. Timely up-dation of KYC information.

3. Responsibility to abide by the contribution agreement.

- 3.1. The investor needs to read carefully and understand the agreement that he/she is entering into with the AIF and abide by the terms thereof.
- 3.2. The investor should be aware that investment terms are not guarantee of future performance or returns of the fund/ scheme.

4. Responsibility to use right financial intermediaries, consultants and advisors.

- 4.1. Carefully consider validity and reliability of investment information obtained from all sources, especially unsolicited information obtained over the Internet.

5. Responsibility to maintain confidentiality of information.

- 5.1. Investors shall not disclose any material non-public information that is received by virtue of being investors of the fund, except as may be guided by the terms of the fund documents.