

INVESTOR GRIEVANCE REDRESSAL POLICY

East72 Capital Fund 1

Date: 01-10-2025

Version: 1.1

1. INTRODUCTION

East72 Capital Fund 1 (“Fund”) is the first scheme of East72 Capital Trust (“Trust”) which is registered with SEBI as a category III Alternative Investment Fund (“AIF”) vide registration number IN/AIF3/24-25/1695. The Fund is an open-ended fund and is managed by the East72 Capital Management and Advisors LLP (“IM”).

2. PURPOSE & APPLICABILITY

This Policy establishes a transparent, efficient, and structured mechanism for receiving, addressing, and redressing investor complaints and grievances by the IM, in compliance with the SEBI (Alternative Investment Funds) Regulations, 2012 and other applicable circulars issued by SEBI.

3. GRIEVANCE

A grievance refers to any written or verbal expression of dissatisfaction raised by an investor relating to:

- Compliance with terms outlined in the Private Placement Memorandum (PPM) or Contribution Agreement
- Delays or deficiencies in processing drawdowns, distributions, redemptions, transfers, or KYC
- Misstatements or inaccuracies in investor reporting, disclosures, NAV, or valuations
- Non-receipt or delay in communication or payouts
- Any other matter as may be specified by SEBI from time to time

Grievances do not include general feedback, service suggestions, or matters governed by other regulatory bodies or courts.

4. ROLES & RESPONSIBILITY

Role	Responsibility	Designated Partner
Grievance Redressal Officer (GRO)	Primary point of contact for receiving, acknowledging, and resolving investor complaints. Responsible for maintaining grievance records and updating SEBI's SCORES platform.	Vatsal Manish Gupta
Compliance Oversight	Ensures adherence to SEBI (AIF) Regulations and timely reporting of grievances to the Board, SEBI, and Designated Bodies. Monitors implementation of this Policy.	Nandan Satish Madhiwalla

In case of conflict or absence, responsibilities shall be carried out by any other available partner.

5. GRIEVANCE REDRESSAL PROCESS

A. Through IM

The investors shall first take up their grievances for redressal with the IM. Investors can contact IM for any grievances or complaints on below mentioned contact details:

Contact Details for Grievance Submission:

Email ID: Compliance@east72capital.com

Mobile No.: 9825063757

Letter: 501, Puniska House, C. J. Marg, Off. Ambali-Bopal Road, Ahmedabad - 380054
Gujarat India

(Available Monday to Friday, 10:00 AM to 6:00 PM IST)

The IM shall aim to redress investor grievance / complaint within 21 calendar days from the date of receipt of grievance / complain.

B. Through SCORES

If the grievance / complaint remains unresolved within 21 days and / or the investors are not satisfied with the resolution given by the IM, they can lodge their grievance by registering themselves on SEBI Complaint Redressal System (SCORES) portal at

www.scores.gov.in within a period of one year from the date of occurrence of the cause of action i.e. rejection of complaint or non-receipt of any communication or reply / redressal received being not satisfactory.

The IM shall redress investor grievance / complaint and upload the Action Taken Report ("ATR") on SCORES within 21 calendar days from the date of receipt of grievance / complain through SCORES.

Process to register a complaint on SCORES

- Investors who wish to lodge a complaint on SCORES (complainant) are required to register themselves on www.scores.gov.in.
- While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), contact details, email ID etc. are required to be provided for effective communication and speedy redressal of the grievances.
- Upon successful registration, a unique user ID and a password shall be generated and communicated through an acknowledgement email to the complainant.

If the grievance is not redressed satisfactorily, the investors may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein.

C. Through Online Resolution of Disputes through SMART ODR Portal

After exhausting all the options for resolution of the grievance, if the investors are still not satisfied with the outcome, or In cases where the issues raised require adjudication on any third-party rights, on questions of law or fact or which is in the nature of a lawsuit between parties, they can initiate dispute resolution through the Online Dispute Resolution Mechanism ("ODR") offered by SEBI through the Smart ODR Portal on website <https://smartodr.in/login>. ODR has three levels of resolutions, pre-conciliation, conciliation and arbitration, in accordance with the procedure specified by the Board. Such complaints shall then be resolved in accordance with the ODR Guidelines issued by SEBI from time to time.

- D.** In addition, investors have the option to approach legal forums including civil courts, consumer courts etc.

6. MONITORING & REPORTING

The IM shall maintain the data on investor complaints and compile the same on quarterly basis within 7 days from the end of the quarter in the format prescribed by the SEBI from time to time.

7. REVIEW AND UPDATE OF POLICY

The policy will be reviewed by the compliance officer annually or as required due to regulatory changes. Any material changes shall be approved by the Partners of the Investment Manager.