

Complaint Handling Mechanism

1. Context

HBL Asset Management has established this complaint handling mechanism in accordance with the requirements stated in NBFC Regulation 38(1)(h)(ix) & 66B(2)(f)(ix).

2. Receipt of complaint

Complaints received through following channels are catered in the Customer Care Unit (CCU)/ Retail Sales Support (RSS) for managed funds and in Product Development for advisory mandates:

- a. Inbound Calls (recorded lines) through Help Line & UAN
- b. Email
- c. Website
- d. Social Media (Face Book, Twitter & LinkedIn)
- e. Through Courier/Fax
- f. Walk-in
- g. Letters from customers / Regulators / lawyers / govt. agencies

3. Recording of complaint

Particulars of complaint (for managed funds clients) will be recorded in the complaint log as follows:

- a. Folio#
- b. Channel (as per Point#1)
- c. Complaint Date
- d. Concerned Department
- d. Reply date

4. Handling of complaint:

Upon receiving complaint, a reply is made through relevant channel (if feasible) on the same business day as an acknowledgment of grievance and an internal high priority marked email will be sent to the concerned department.

5. Resolution of the complaint

- a. For all the complaints forwarded to concerned department, the feedback shall be given maximum within 3 business days.
- b. The complainant shall be replied immediately after getting feedback from the concerned department through relevant channel.

6. Monthly reporting

Monthly Complaint report (for managed funds clients) will be prepared by the CCU/RSS (with status) and submitted to the following:

- a. Chief Executive Officer
- b. Head of Retail
- c. Head of Internal Audit
- d. Head of Compliance

7. Record Retention

The records maintained shall be sufficient to provide required information to the Regulators, External Auditors etc. whenever required.