

ParadigmARQ Alternate Investment Fund

Date: December 18, 2023

Dear Members,

Subject: Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of ParadigmARQ Alternative Investment Fund (AIF).

The Securities Exchange Board of India (“SEBI”) vide its circular dated July 31, 2023 has introduced a common Online Dispute Resolution Portal (“ODRP”) to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The ODRP provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service related complaints between members and AIF, will be resolved in accordance with the abovementioned SEBI Circular.

In order to make members aware about the ODR mechanism, the process is given below:

- **Level 1 - Raise compliant with the Company**

Initially, all grievances/ disputes/ complaints against the AIF are required to be directly lodged with the AIF. Members may lodge the same by sending an email to investorgrievance@paradigmarq.com or by sending physical correspondence at:

PARADIGMARQ ADVISORS PRIVATE LIMITED

5028, NIBR Corporate Park, CTS No 669, 670 and 671,

Kurla Andheri Road, Opp Vaishali Hotel,

Safed Pool, Kurla West, Mumbai 400072 MH IN

E-mail Address : investorgrievance@paradigmarq.com

Website : www.paradigmarq.com

- **Level 2 - SEBI Complaints Redress Systems (“SCORES”):**

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the AIF, then a complaint may be raised on SCORES platform of SEBI which can be accessed at <https://www.scores.gov.in>.

- **Level 3 - ODR Platform:**

In case the member is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process can be initiated through the ODR portal.

5028, NIBR Corporate Park, 1 Aerocity, Andheri Kurla Road, Safed Pool,
Andheri East, Mumbai - 400072
Tel: 022-40021942, Email: admin@paradigmarq.com
SEBI Registration Number – IN/AIF3/22-23/1049

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Important notes with respect to ODR portal are as under:

- a) The link to access the ODR Portal as well as modalities and operational guidelines of the ODRP including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circular(s) are hosted on our website at: <https://paradigmarq.com/odr-portal/> and at the ODR portal as well: <https://smartodr.in/login>
- b) It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian Law.
- c) There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /AIF/other market participant as the case may be.
- d) For any queries on the above matter, investors may contact the AIF at investorgrievance@paradigmarq.com.

Your's faithfully,

For **PARADIGMARQ ALTERNATE INVESTMENT FUND**



Palak Nitesh Nanjani
Compliance Officer

Date: December 18, 2023

Place: Mumbai

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