

ARVO WEALTH ADVISORS PVT LTD

Annexure B (Complaint Status)

Data for previous month ending

Apr-25

S No	Received from	Pending at the end of last month	Received	Resolved	Total Pending	Pending Complaints > 3months	*Average Resolution time (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0
3	Other Sources (If any)	0	0	0	0	0	0
	Grand Total	0	0	0	0	0	0

* Average Resolution time is the sum total of time taken to resolve each complaint in day, in the current month divided by the total number of complaints resolved in

Trend of monthly disposal of complaints

S No	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	May 2024	0	0	0	0
2	June 2024	0	0	0	0
3	July 2024	0	0	0	0
4	Aug 2024	0	0	0	0
5	Sep 2024	0	0	0	0
6	Oct 2024	0	0	0	0
7	Nov 2024	0	0	0	0
8	Dec 2024	0	0	0	0
9	Jan 2025	0	0	0	0
10	Feb 2025	0	0	0	0
11	Mar 2025	0	0	0	0
12	Apr 2025	0	0	0	0
	Grand Total	0	0	0	0

* Inclusive of complaints of previous months resolved in the current month.

Inclusive of complaints pending as on the last day of the month.

Trend of annual disposal of complaints

S No	Year	Carried forward from previous year	Received	Resolved*	Pending#
1	2021-22	NA	NA	NA	NA
2	2022-23	NA	0	0	0
3	2023-24	0	0	0	0
	Grand Total	0	0	0	0

* Inclusive of complaints of previous year resolved in the current year.

Inclusive of complaints pending as on the last day of the year.

Disclosure with respect to compliance with annual compliance audit requirement under Regulation 19(3) of SECURITIES AND EXCHANGE BOARD OF INDIA (INVESTMENT ADVISERS) REGULATIONS, 2013 for last and current financial year are as under :

S No	Financial Year	Compliance Audit Status	Remarks, If any
1	2021-22	NA	NA
2	2022-23	Conducted	Conducted
3	2023-24	Conducted	Conducted

ODR Portal could be accessed, if unsatisfied with the response.

Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market".

A common Online Dispute Resolution Portal ("ODR Portal") which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link <https://smartodr.in/login>

Scores Grievance Redressal Facilitation Platform Login <https://scores.sebi.gov.in/>

Investment in securities market are subject to market risks. Read all the related documents carefully before investing.

Registration granted by SEBI membership of BSE & certification from NISM in no way guarantee performance of the intermediary or provide any assurance of returns to investors

Grievance Redressal/Escalation Matrix:

Details of designation	Contact Person Name	Address where the physical address / location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Anuj Mehta	Office 312, Metrohouse, 21/8 Mangaldas road, Pune, Maharashtra, 411001	020 - 4602 7586	anuj@arvowealth.com	9am - 5.30pm (weekdays)
Head of Customer Care	-	-	-	-	-
Compliance Officer	Anuj Mehta	Office 312, Metrohouse, 21/8 Mangaldas road, Pune, Maharashtra, 411001	020 - 4602 7586	anuj@arvowealth.com	9am - 5.30pm (weekdays)
CEO	-	-	-	-	-
Principal Officer	Anuj Mehta	Office 312, Metrohouse, 21/8 Mangaldas road, Pune, Maharashtra, 411001	020 - 4602 7586	anuj@arvowealth.com	9am - 5.30pm (weekdays)