

Investor Grievance Redressal

We are committed to fair, timely, and transparent resolution of all investor complaints in line with SEBI/AMFI guidelines.

Our Commitment

- Future vista is committed to addressing all investor complaints and grievances promptly, fairly, and transparently in accordance with SEBI and AMFI guidelines.

How to Lodge a Complaint

Preferred Email: Info@futurevista.co.in

Investor Helpline: + 91 77200 79599

Compliance Officer: Ravindra S Kulkarni – **Managing Partner** & Compliance Officer

In Person: Visit our office during business hours (Mon-Sat, 10:00 AM - 6:00 PM)

Written Letter: Office 409, Block III, Lloyds Chambers, Near Shinchon Bhavan, Pune 411 011

Complaint Resolution Process Flow

Step	Action	Details
Step 1	Receipt & Logging	Every complaint is logged with a unique reference number (FV/COM/_____/2026), date, investor name, nature of complaint, and assigned handler. Enter In CRM module.
Step 2	Acknowledgement	Written acknowledgement sent within 3 working days of receipt with reference number and expected resolution timeline.
Step 3	Investigation	Handler investigates by reviewing NSE NMF records, client correspondence, and relevant documents.
Step 4	Resolution	Resolution communicated within 7 working days. If additional time is needed, the investor is informed with a revised timeline (maximum 15 working days).
Step 5	Closure	Complaint marked closed after investor confirmation. Records maintained for a minimum of 8 years as per SEBI/AMFI requirements.

Escalation Matrix

Level	Contact / Role	Timeline
Level 1	Info@futurevista.co.in +9177200 79599	Ack: 3 working days Resolved: 7 working days
Level 2	Partners Ravindra.kulkarni@futurevista.co.in	Resolved within 14 working days
Level 3	Concerned AMC / PMS Provider	If not resolved at Level 2 within 14 days
Level 4	SEBI SCORES Portal https://scores.sebi.gov.in/	If not resolved at Level 3 within 30 days
Level 5	SMART ODR Portal https://smartodr.in	For arbitration and mediation