



**AMFI-registered Mutual Fund Distributor
(ARN-37958)**

GRIEVANCE REDRESSAL PROCESS

Level 1: Each Customer is assigned to a specific Relationship Manager, and the respective Relationship Manager will handle all complaints/ clarifications and queries.

Level 2: Unresolved matters will be taken up by the Operations Manager

Level 3: Further escalation will be resolved by the Managing Director.

Remember, if you have any complaints or grievances, please email us at **support@prokens.com**. We are here to help and will reach out to you soon.