



PERSEVERA
WEALTH ADVISORS
SEBI REGISTERED INVESTMENT ADVISOR

GRIEVANCE REDRESSAL MECHANISM

Including Dispute Settlement Process and Redressal for Accessibility Issues

Published 10th June 2026

INITIAL REPORTING OF GRIEVANCES

Level-1: Lodge complaint with the Investment Adviser directly

In case of any grievance / complaint against us, you shall first contact the following persons:

Details of designation	Contact person	Address	Mobile	Email	Working hours
Compliance Officer	Hiral Varun Bhavnani	Refer Note^	95944 77288	hiralbhavnani@gmail.com	10 AM to 6PM
Principal Officer	Janaki Neerav Bhuta	Refer Note^	97020 03548	Janaki.bhuta@gmail.com	10 AM to 6PM

^ Note:

Registered Office:	604, 6th Floor, D Wing, Neelkanth, Business Park, Vidyavihar (W), Mumbai, Maharashtra – 400086
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You can also reach out to us through our website at: <https://perseverawealth.in/>, and
Contact us Form at: <https://perseverawealth.in/>

The grievance shall be acknowledged by us within 3 working days, and we shall strive to redress the grievance within 21 days of the receipt of the grievance.

Grievance redressal mechanism specific to accessibility issues

In pursuance of SEBI Circular No. SEBI/HO/ITD-1/ITD_VIAP/P/CIR/2025/111 dated 31 July 2025

In case of any grievance / complaint against us, specific to accessibility issues faced by Persons with Disability (PwD) the dedicated grievance channel and mechanism mentioned above shall be used.

ESCALATION OF GRIEVANCES

Level-2: Lodge complaint with SCORES / SEBI and IAASB (BSE)

SCORES –

In case, you are not satisfied with our response, you can lodge your grievance with SEBI at its website for SEBI Complaints Redress System (SCORES) – <https://scores.sebi.gov.in>

SCORES is also accessible as Mobile Application – [Google Play](#) / [App Store](#)

Grievance redressal mechanism specific to accessibility issues

In pursuance of SEBI Circular No. HO/13/19/13(2)2025-ITD-1_VIAP/I/187/2025 dated 08 December 2025

Any investor facing accessibility related issues on our digital platforms, shall be able to lodge accessibility related complaints against us on SCORES. A complaint category related to “Accessibility” is provisioned in SCORES. In



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response to the accessibility related complaint, we shall remediate the accessibility related issue for the closure of the complaint.

SEBI –

For any queries, feedback or assistance, you may contact SEBI Office on Toll Free Helpline at 1800 22 7575

In case of physical complaints, investors may send their complaints to:

Office of Investor Assistance and Education

Securities and Exchange Board of India

SEBI Bhavan, Plot No. C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai – 400051

IAASB (BSE) –

First level review for complaint/grievance is done by the designated body (IAASB) – currently BSE and Second review is done by SEBI.

You can also Email to the designated email ID of IAASB – currently BSE – iaa.compliance@bseindia.com

DISPUTE SETTLEMENT

Level-3: Access to Online Dispute Resolution (ODR)

Investors may approach for resolution through online conciliation or arbitration, through SMART ODR Portal, if a grievance lodged with us and through SCORES has not been satisfactorily resolved.

Ref. SEBI Circular SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dt. July 31, 2023 – [Click here](#)

Securities Market Approach for Resolution Through ODR Portal – <https://smartodr.in>