

## INVESTOR CHARTER

**Name of the Portfolio Manager: Renaissance Investment Managers Private Limited**

**Registration status with SEBI: Portfolio Manager**

**Registration Number: INP000005455**

### **A. Vision and Mission Statement:**

**Vision:**

To implement diligently researched customised investment strategies which help investors meet their long-term financial goals in a risk appropriate manner.

**Mission:**

To ensure that the Portfolio Management Services industry provides a viable investment avenue for wealth creation by adopting high levels of skill, integrity, transparency and accountability.

### **B. Details of Business transacted by the organisation with respect to the investors:**

1. Renaissance Investment Managers Private Limited (RIMPL) appropriately undertakes Risk profiling of Investors before accepting them as clients.
2. We provide Disclosure Document to investors before onboarding and as and when any changes are made.
3. RIMPL executes Discretionary / Non-Discretionary Portfolio Management Service / Investment Advisory Agreement, as the case may be with the clients for providing Portfolio Management Services.
4. RIMPL at present, provides Discretionary portfolio management Services to its clients, i.e. it makes investment decisions on behalf of its clients. These decisions are made after detailed study of the Indian Markets, Economy and the securities by an expert team of professionals.

### **C. Details of services provided to investors and estimated timelines:-**

#### **1. Discretionary & Non-Discretionary Portfolio Management Services (PMS):-**

Under these services, all an investor has to do, is to give his portfolio in any form i.e. in stocks or cash or a combination of both. The minimum size of the portfolio under the Discretionary and/ or Non-Discretionary Funds Management Service should be Rs.50 lakhs as per the current SEBI Regulations. However, the PMS provider reserves the right to prescribe a higher threshold product-wise or in any other manner at its sole discretion. The PMS provider will ascertain the investor's investment objectives to achieve optimal returns based on his risk profile. Under the Discretionary Portfolio Management service, investment decisions are at the sole discretion of the PMS provider if they are in sync with the investor's investment objectives. Under the Non-Discretionary Portfolio Management service, investment decisions taken at the discretion of the Investor.

#### **2. Investment Advisory Services: -**

Under these services, the Client is advised on buy/sell decision within the overall profile without any back-office responsibility for trade execution, custody of securities or accounting functions. The PMS provider shall be solely acting as an Advisor to the Client and shall not be responsible for the investment/divestment of securities and/or administrative activities on the client's portfolio. The PMS provider shall act in a fiduciary capacity towards its Client and shall maintain arm's length relationship

with its other activities. The PMS provider shall provide advisory services in accordance with guidelines and/or directives issued by the regulatory authorities and/or the Client from time to time in this regard.

**3. Client On-boarding:**

1. RIMPL ensures compliance with KYC and AML guidelines.
2. PMS being a pooled investment structure, the Portfolio Manager needs a Power of Attorney from the client to invest on his/her behalf. This Power of Attorney is franked/stamped with the appropriate value.
3. The Portfolio Manager facilitates opening of DEMAT Account with our custodian or a third party as the case may be and thereafter funding the same through the investor's verified and registered Bank Account and / or transfer of securities from verified/registered DEMAT account of the investor.
4. The said DEMAT account is then mapped with the Custodian for investment thereof.

**4. Ongoing activities:**

1. To provide periodic statements to investors as provided under the PMS Regulations 2020 and other SEBI notifications and circulars ("PMS Regulations") and
2. Providing each client an audited account statement on an annual basis which includes all the details as required under the PMS Regulations
3. Alternatively, the client gets access to view his/her portfolio by logging into our website through the credentials provided post Onboarding.

**5. Fees and Expenses:**

Portfolio Manager charges appropriate fees & expenses in accordance with the PMS Regulations. The details of the same is also included in the Portfolio Management Service Agreement.

**6. Closure and Termination:**

Upon termination of PMS Agreement by either party, the securities and the funds lying in the account of the investor shall be transferred to the verified bank account / DEMAT account of the investor or as per the latest overriding instructions given by the client to that effect.

**7. Grievance Redressal:**

Investors are advised that in case of any grievance / complaint, an investor may approach Renaissance Investment Managers on our registered email id: [customerservice@renaissanceinvest.in](mailto:customerservice@renaissanceinvest.in) and we shall ensure that the grievance is resolved within 21 Calendar days of receipt of the same.

If the investor is not redressed satisfactorily with our response, one may lodge a complaint with SEBI on SEBI's 'SCORES' portal which is a centralized web based complaints redressal system.

Link for SCORES Portal is as follows: <https://scores.sebi.gov.in/scores-home>

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 - 400 051.

**TIMELINES OF SERVICE PROVIDED TO INVESTORS:**

<b>SR NO.</b>	<b>SERVICE / ACTIVITY</b>	<b>TIMELINE</b>
1)	Opening of PMS account (including DEMAT Account) for Resident Individual.	7 days from receipt of all requisite documents from the client, subject to review of the documents for accuracy and completeness by portfolio manager and allied third party service providers as may be applicable.
2)	Opening of PMS account (including DEMAT account) for Resident non-individual clients.	14 days from receipt of all requisite documents from the client, subject to review of the documents for accuracy and completeness by portfolio manager and allied third party service providers as may be applicable.
3)	Opening of PMS Account (including DEMAT Account, Bank Account and Trading Account) for non-resident clients.	14 days from receipt of all correct and requisite documents from the client, subject to review of the documents for accuracy and completeness by portfolio manager and allied third party service providers as may be applicable.
4)	Registration of nominee in PMS account and DEMAT account.	Registration of nominee happens along with account opening, therefore turnaround time is as same as account opening turnaround time.
5)	Modification of nominee in PMS account and DEMAT account.	10 days from receipt of requisite nominee modification form, subject to review of the documents for accuracy and completeness by portfolio manager and allied third party service providers as may be applicable.
6)	Uploading of PMS Account in KRA and CKYC database	10 days from date of account opening (Carried out by Custodian /DP)
7)	Whether portfolio manager is registered with SEBI, then SEBI registration number.	Portfolio Manager is SEBI Registered Portfolio Manager and the Registration Number is mentioned on the Website, Account opening form, Disclosure document, Social Media Platforms and Marketing Materials issued to the client.
8)	Disclosure about latest Net Worth of portfolio manager and total AUM.	Disclosure of portfolio Manager's total AUM is monthly reported to SEBI within seven working days from the end of the relevant month.  Disclosure of latest Networth shall be updated in the Disclosure document whenever any material change or other details are updated.
9)	Intimation of type of PMS account discretionary.	Intimation of the type of Portfolio Management services availed is selected by the client at the time of onboarding and forms a part of the Account opening form.
10)	Intimation of type of PMS account Non- discretionary.	Intimation of the type of Portfolio Management services availed is selected by the client at the time of onboarding and forms a part of the Account opening form.

11)	Intimation to client what discretionary account entails and powers that can be exercised by portfolio manager.	These details are given to the client at the time of signing the Discretionary Portfolio Management Service Agreement. So, this information should be a part of the account opening form.
12)	Intimation to client what non-discretionary account entails and powers that can be exercised by portfolio manager.	Intimation of the non-discretionary nature of the Account shall be made to the client at the time of onboarding through the Account opening form and agreement copy executed by the client.
13)	Copy of executed PMS agreement sent to client.	Within 3 days of client request.
14)	Frequency of disclosures of available eligible funds.	Not applicable
15)	Issuance of funds and securities balance statements held by client	Shared Monthly & Quarterly with the clients. The client also has access to his account statements through the login id provided to him/her. Further, on request, the client is provided with the necessary statements in T+1 day
16)	Intimation of name and DEMAT Account number of custodian for PMS account.	Within 3 days of PMS and demat account opening.
17)	Conditions of termination of contract.	Forms a part of the Portfolio Management Services Agreement.
18)	Intimation regarding PMS fees and modes of payment or frequency of deduction.	At the time of client signing the agreement; this information forms a part of the account opening form.
19)	POA taken copy providing to client.	Within 3 days of client request.
20)	Intimation to client about what all transactions can a Portfolio Manager do using PoA.	Forms a part of the Power of Attorney to be executed by the client at the time of onboarding.
21)	Frequency of providing audited reports to clients	The Audited reports will be provided to the clients on Annual basis approximately within 90 days of end of the financial year.
22)	Explanation of risks involved in investment.	This information is included in the Discretionary Portfolio Service Agreement which is executed by the client at the time of onboarding.
23)	Intimation of tenure of portfolio investments.	Indicative tenure, if any is disclosed at the time of client signing the Discretionary Portfolio Management Service Agreement. This information is a part of the account opening form.

24)	Intimation clearly providing restrictions imposed by the investor on portfolio manager.	Negative list of securities is taken from the client at the time of client signing the Discretionary Portfolio Service Agreement. This information is a part of the account opening form.
25)	Intimation regarding settling of client funds and securities.	Settlement of funds and securities is done by the Custodian. The details of clients' funds and securities are sent to the clients in the prescribed format monthly.
26)	Frequency of intimation of transactions undertaken in portfolio account.	Shared on Quarterly basis or within 3 days upon clients' request.
27)	Intimation regarding conflict of interest in any transaction.	The portfolio manager provides details of related party transactions and conflict of interest in the Disclosure Document which is available on our website at all times.
28)	Timeline for providing disclosure document to investor.	The latest disclosure document should be provided to investors prior to account opening and the latest disclosure documents is available on our website at all times.
29)	Intimation to investor about details of Bank Accounts where client funds are kept.	Within 3 days of PMS and demat opening
30)	Redressal of investor grievances (including grievances relating to accessibility issues by person with disabilities).	a. Within 21 Calendar days, subject to all the information required to redress the complaint is provided by the complainant to us. b. The investor/client after exhausting the options of taking it to the concerned market participant and has escalated same through the SCORES Portal in accordance with the process laid down in SCORES Guidelines. c. If the investor/ client still not satisfied with the outcome, then, he/she/they can initiate dispute resolution through ODR Portal <a href="https://smartodr.in/login">https://smartodr.in/login</a>
31)	Investors' Right to have digital accessibility	The physical account opening form includes an option to indicate disability status and allows the client to select the type of assistance required.

**Note:** The number of days in the above timelines indicate clear working days, except for redressal of Investor Grievances wherein calendar days will be considered.

#### **D. DETAILS OF GRIEVANCE REDRESSAL MECHANISM AND HOW TO ACCESS IT:**

1. Renaissance Investment Managers has registered itself on the SEBI Complaint Redress System (SCORES) 2.0, a centralised online complaint resolution system through which the complainant can take up his grievance against the PMS provider and subsequently view the status of the same. Following is the link to access the SCORES platform: <https://scores.sebi.gov.in/scores-home>

2. The details such as Name, Address and Telephone Number of the Investor Relations Officer of the Portfolio Manager who attends to the Investor Queries and Complaint is provided in the PMS Disclosure Document.
3. The Grievance Redressal and Dispute Mechanism is mentioned in the Disclosure Document.
4. Investors are free to approach SEBI for redressal of their complaints. On receipt of complaints, SEBI shall take up the matter with us and follows up accordingly.
5. 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 - 400 051.

**E. EXPECTATIONS FROM INVESTORS (Responsibilities of Investors):**

1. Check registration status of the intermediary from SEBI website before availing services.
2. Submission of KYC documents and application form in a timely manner with signatures in appropriate places and with requisite supporting documents.
3. Read carefully terms and conditions of the agreement before signing the same.
4. Thorough study of the Disclosure Documents of the PMS to accurately understand the risks entailed by the said investment in PMS.
5. Accurate and sincere answers given to the questions asked in the 'Risk Questionnaire' shall help the PMS provider properly assess the risk profile of the investor.
6. Thorough study of the quarterly statements sent by the PMS provider to the investor intimating him about the portfolio's absolute and relative performance, its constituents and its risk profile.
7. Ensure providing complete details of negative list of securities as part of freeze instructions at the time of entering into PMS agreement and every time thereafter for changes, if any, in a timely manner.
8. To update the PMS provider in case of any change in the KYC documents and personal details and to provide the updated KYC along with the required proof.