

Terms of Use

Crowwd Network India Private Limited

Effective and last updated: 23 August 2026

These Terms of Use ("Terms") apply to any person who accesses, browses or uses the website [https://www.crowwd.io], our mobile applications, and any related online services (together, the "Platform"), or who opens an account with us (an "Account") or uses any of the services we make available (the "Services").

The Platform is owned and operated by Crowwd Network India Private Limited, a company incorporated under the Companies Act, 2013 (CIN: U63120DL2024PTC438283) ("Crowwd", "Company", "we", "our" or "us"). In these Terms, "you" or "your" refers to any such user.

These Terms, together with our Privacy Policy, form a legally binding electronic agreement between you and Crowwd under the Information Technology Act, 2000 (including Section 10A), and do not require a physical or digital signature to be enforceable. Please read them before registering on or using the Platform.

By accessing or using the Platform, opening an Account, clicking to accept, or providing us with your information for any purpose, you agree to be bound by these Terms and by our Privacy Policy. If you do not agree, please do not access or use the Platform, the Services or the Account.

We may modify or amend these Terms from time to time. Where any change materially affects your rights or obligations, we will notify you by email to your registered email address at least fifteen (15) days before the change takes effect. Other changes take effect when posted. The "Effective and last updated" date above tells you when these Terms were last changed. It is your responsibility to review these Terms periodically; your continued use of the Platform or Services after a change takes effect signifies your acceptance of the revised Terms.

1. Services and Our Regulatory Status

Crowwd is a mutual fund distributor registered with the Association of Mutual Funds in India (ARN: 364802). Our relevant personnel hold valid NISM certification and Employee Unique Identification Numbers (EUIIN). We provide access to the Platform for the Services we offer from time to time, which may include:

- Facilitating the subscription, redemption, switch and other transactions in units of mutual fund schemes by transmitting your money and instructions to the relevant Asset Management Companies (each an "AMC").
- Making available scheme information and offer documents for the mutual fund schemes accessible through the Platform.
- Responding to queries relating to your Account and acting as a point of contact with AMCs and other intermediaries.
- Providing community, content and related features that let you follow, discuss and share information within the Platform, subject to Section 15.
- Making available Hive and Investor DNA, our proprietary profile and preference information tools, which present factual scheme information and filters and do not assess suitability or recommend any scheme, subject to Section 16.
- Any other services we may offer that are incidental to or connected with the distribution of mutual fund and other investment products, or otherwise made available on the Platform from time to time.

We act only as a distributor of mutual fund products. We are not an investment adviser and do not provide investment advice, research analysis, portfolio management or assured returns, and we do not provide any service that would require registration as an investment adviser under the SEBI (Investment Advisers) Regulations, 2013 or as a research analyst under the SEBI (Research Analysts) Regulations, 2014. Nothing on the

Any information, tool, filter or output on the Platform is for your information and decision-support only. Where additional Services or product lines are introduced, those may be subject to separate or additional terms and separate regulatory registrations, which will be made available to you before you use them.

2. Compliance with Law

You agree to provide true, current and complete information, and you consent to our verifying and validating the information and instructions you provide, and to our sharing such information with Asset Management Companies (AMCs), their Registrars and Transfer Agents (RTAs), KYC Registration Agencies (KRAs) and our service providers to the extent required to process your investments and to meet applicable regulatory requirements, in accordance with our Privacy Policy.

Investments made through your Account must be funded from your own verified bank account (for a joint account, the primary holder's bank account), from legitimate sources, in compliance with the Prevention of Money-Laundering Act, 2002 and the rules made under it. You confirm that you are a resident Indian and that you will remit funds only from your resident bank account in accordance with applicable law, including the Foreign Exchange Management Act, 1999.

You may use the Platform, Services and Account only for lawful purposes, and you are responsible for knowing and complying with all laws, rules and regulations that apply to your use. You represent that you are competent and eligible to enter into a legally binding agreement.

You acknowledge that customer due diligence and anti-money-laundering checks in respect of mutual fund investments are carried out through the KYC and record-keeping infrastructure of the mutual fund ecosystem, including the AMCs, RTAs and KRAs. Crowwd facilitates your onboarding and transactions through this infrastructure and will comply with the anti-money-laundering and counter-terrorist-financing obligations applicable to it as an AMFI-registered mutual fund distributor.

Where we consider it necessary, or where required by law, we may: (a) request additional information or documents to verify your identity, source of funds or beneficial ownership; (b) decline, delay, suspend or reverse any transaction, or restrict or suspend access to your Account; and (c) report any suspicious activity to the appropriate authorities, including the relevant AMCs, RTAs, KRAs and/or the Financial Intelligence Unit-India (FIU-IND), as applicable. We may take such action without prior notice where the law so requires, and we will not be liable for any loss arising from action taken in good faith to comply with applicable law.

Your KYC, PAN and related obligations are set out in Section 10.

3. Registration

To use the Services, you must register on the Platform. Registration is completed by verifying your mobile number and signing up on the Platform, and completing any onboarding and verification steps we require.

4. Eligibility

Subject to these Terms, only residents of India who are individuals or natural persons, are eighteen (18) years of age or older, and are competent to contract under Section 11 of the Indian Contract Act, 1872, are eligible to use the Services and transact on the Platform. We rely on the information you provide to verify your eligibility, and

we are not responsible where the information you provide is incorrect, incomplete, dishonest, fraudulent or a misrepresentation.

The Platform is not intended for children (persons under 18). We do not knowingly create Accounts for, or knowingly process the personal data of, children, and we do not direct any behavioural profiling, tracking or targeted advertising at children. If we become aware that a user is under 18, we may suspend or close the Account and delete the associated personal data, subject to our legal retention obligations.

Any processing of a child's personal data, if it were to occur, would be undertaken only with verifiable consent of a parent or lawful guardian as required by the Digital Personal Data Protection Act, 2023.

5. Provision of Services

You acknowledge and agree that, in connection with the Services:

- Your access is protected by a username, password and one-time passwords or other multi-factor verification (together, "Login Credentials"). You are solely responsible for keeping your Login Credentials secure. Subject to applicable law, we are not liable for any instruction placed using your Login Credentials where such use is unauthorised due to a leak or security lapse on your part.
- You will notify us immediately, using the contact details in Section 13, of any unauthorised use of your Login Credentials, with full details of the unauthorised use.
- You understand the risks of using online services over the internet, including the risk of misuse or unauthorised use of your Login Credentials by a third party.
- If your device is lost or stolen, or you become aware of any unauthorised login or transaction, you will ask us immediately, using the contact details in Section 13, to block the Account and reset your credentials.
- Any material you download or obtain through the Platform is at your own discretion and risk, and you are responsible for any resulting damage to your device or loss of data. Any charts, data, feedback or reviews on the Platform do not guarantee the performance of any security, scheme or financial product.
- Except as expressly stated in these Terms, and subject to applicable law, neither we nor our service partners make any specific promises about the Services. The Services are provided on an "as is" and "as available" basis.
- Your bank may charge you fees for facilitating transactions or for insufficient balance. We neither levy nor receive those charges.
- Cut-off times, applicable NAV and the processing of your transactions are governed by Section 8.
- Mutual Fund investments are subject to market risks, read all scheme related documents carefully. You should read the relevant Offer Document, Scheme Information Document, Statement of Additional Information and Key Information Memorandum before investing. Past performance is not a guarantee of future results.
- You should seek independent financial, legal, accounting, tax or other professional advice before investing or redeeming.

6. Fees and Charges

You pay Crowwd nothing for the distribution of mutual fund products through the Platform. We do not charge you any subscription, transaction, advisory, platform or account-maintenance fee for investing in, holding or redeeming mutual fund units through the Platform, and there are no hidden costs on the distribution side. Crowwd is remunerated only by way of commission paid by the AMCs whose schemes are distributed through the Platform, as described in the Mutual Fund Distribution Disclosures below. Third parties such as your bank,

the payment aggregator, or an AMC may levy their own charges (for example, for a failed mandate or insufficient balance), which we neither levy nor receive.

Regular vs Direct plans: The mutual fund schemes made available through the Platform are Regular plans, under which the AMC pays Crowwd a distribution commission that is built into the scheme's expense ratio. Regular plans therefore carry a higher expense ratio than the corresponding Direct plans, which are bought without a distributor and on which no distribution commission is paid. Direct plans are available without a distributor through other channels. The choice of plan affects the long-term returns on your investment.

7. How Your Money Moves

When you transact through the Platform, your money moves directly from your verified bank account to the collection account of the relevant AMC or scheme, through a payment aggregator or payment gateway operating under the Reserve Bank of India's payment-aggregator framework. Crowwd does not at any time pool, hold, receive into its own account, or have any title to or beneficial interest in your investment money, and redemption proceeds are paid by the AMC or its RTA directly to your registered bank account. Crowwd acts only as a distributor transmitting your instructions and does not act as a custodian of your funds or units.

No cash: In accordance with the AMFI code of conduct, Crowwd does not accept payment in cash, or any cash-equivalent instrument, under any circumstances, whether towards investment or any other purpose. All payments must be made from your own verified bank account through the permitted electronic payment modes on the Platform.

8. Mutual Fund Transactions, NAV, Exit Loads and EUIN

- **Applicable NAV (realisation of funds):** In line with SEBI requirements applicable from 1 February 2021, for all purchase (including switch-in) transactions across scheme categories, the applicable Net Asset Value (NAV) is the closing NAV of the business day on which the funds are actually realised and available for utilisation by the AMC, irrespective of the transaction amount and the time of submission of your application. Where funds are realised after the applicable cut-off time, or on a non-business day, the transaction will be processed at the NAV of the next business day on which funds are available. Liquid and overnight funds are subject to their own NAV rules.
- **Cut-off times:** Transactions received and funds realised before the applicable cut-off time will be processed on the same business day, subject to the AMC's norms; otherwise they will be processed on the next business day.
- **Exit loads and lock-in:** Some schemes charge an exit load if units are redeemed within a specified period, and some schemes (for example, Equity Linked Savings Schemes / tax-saving funds, or schemes with a defined maturity) are subject to a statutory or scheme-specific lock-in during which units cannot be redeemed or transferred. Any statement that units may be redeemed on any day is subject to the exit load, lock-in and other terms of the specific scheme as set out in its Scheme Information Document. You should check the applicable exit load and lock-in before transacting.
- **EUIN:** Each transaction facilitated through the Platform will capture and disclose the Employee Unique Identification Number (EUIN) of the relevant employee or relationship holder associated with Crowwd, together with our ARN, as required by AMFI, so that the person who facilitated the transaction can be identified. Where a transaction is executed without any interaction with such a person ("execution only"), this will be recorded accordingly.

9. Systematic Investment Plans, Mandates and e-NACH

- **Mandate authorisation:** To set up a Systematic Investment Plan (SIP) or other recurring or auto-debit transaction, you will register an electronic mandate (e-NACH / e-mandate or UPI Autopay) authorising your

bank to debit your account up to a specified maximum amount and for a specified period. By registering a mandate you authorise these debits in accordance with the mandate's terms.

- **Limits and activation:** Each debit under a SIP is subject to the mandate limit you approve; the mandate limit is a maximum authorisation and not the actual instalment amount. SIP instalments will be triggered only once the mandate is active.
- **Modification and cancellation:** You may modify, pause or cancel a SIP or mandate on the Platform, but changes and cancellations are effective only after processing by the AMC / RTA and your bank, which typically requires a notice period before the next debit date. Requests received after the applicable cut-off will apply from the following instalment.
- **Failed debits:** If a mandate debit fails (for example, due to insufficient balance, an inactive or exceeded mandate, or a bank rejection), the corresponding SIP instalment will not be processed and no units will be allotted for that instalment. Repeated failures may result in the AMC ceasing the SIP in accordance with its terms.
- **Bank charges and penalties:** Your bank may levy charges or penalties for a failed or dishonoured mandate debit or for insufficient balance. Such charges are levied by your bank; Crowdfunder neither levies nor receives them.

10. KYC, PAN, CKYC, Nomination and FATCA/CRS

- **KYC is mandatory:** You must complete Know Your Customer (KYC) verification, including CKYC (Central KYC) registration, and provide a valid Permanent Account Number (PAN) and such other documents and information as are required under applicable law, SEBI and AMFI norms, and the requirements of the relevant KRAs and RTAs, before you can transact.
- **Re-KYC and updates:** You may be required to complete re-KYC or to update your KYC information periodically or when your details change, and to keep your records with KRAs, RTAs and AMCs current.
- **Nomination:** In accordance with SEBI requirements, you must either register a nomination for your mutual fund folios or expressly opt out of nomination through the prescribed declaration. We will facilitate the nomination or opt-out process; the folio/AMC-level nomination record is maintained by the AMC/RTA. Where nomination or a valid opt-out is not provided, processing of certain transactions or fresh folio creation may be restricted in accordance with prevailing SEBI/AMC norms.
- **FATCA/CRS and declarations:** You must provide the declarations and information required under FATCA and CRS (including tax-residency information) and any other regulatory declarations, and you confirm that they are true, current and complete.
- **Blocking on deficiency:** Where your KYC is incomplete, deficient, on hold, or not compliant with prevailing norms, or where required declarations (including PAN, nomination/opt-out or FATCA/CRS) are missing or invalid, your transactions may be rejected, delayed or blocked by the AMC, RTA or KRA until the deficiency is resolved, and, subject to applicable law, we will not be responsible for any consequence of such rejection, delay or blocking.

11. Access to Your Information Through Third Parties

By using the Platform, you authorise us and our service providers to access and retrieve information from third-party sources and your accounts on third-party platforms, to the extent necessary to provide the Services. In particular, we use Fintech Primitives as our technology and transaction-processing service provider to facilitate onboarding, KYC, payments, e-signature and mutual fund transaction processing. Such third parties are entitled to rely on the authorisation you grant, and their processing of your information is also governed by our Privacy Policy.

Our access to and retrieval of your information under this Section is limited to what is necessary for the specified purposes of the Services and is carried out in accordance with the Digital Personal Data Protection Act, 2023 and the rules made under it, on the basis of the consent you provide and the notice set out in our Privacy Policy. Section 19 governs the processing of your personal data, and you may withdraw your consent as described there.

12. Login Credentials

You may reset your Login Credentials at any time. You can reset your password using the "Forgot Password" option on the Platform, which sends a reset link to your registered email address. You may update your registered email address or mobile number by contacting customer care at [hello@crowwd.io].

13. Customer Care

For any complaint, query or communication required under these Terms, or any other query about Crowwd and its Services, please contact:

Email: [hello@crowwd.io]

14. Communications

- By accepting these Terms, you consent to being contacted by us, our agents, representatives, affiliates or service providers at any phone number, physical address or electronic address you provide, including by SMS, phone calls (including pre-recorded or auto-dialled calls), and in-app notifications. Automated messages may be played when a call is answered, and messages may be left on voicemail or sent by SMS.
- You consent to being contacted through WhatsApp, including messages, broadcasts, notifications, automated messages and voice notes, by us or our affiliates and service providers. Such communication is subject to WhatsApp's applicable privacy policy and terms of service.
- You confirm that the phone numbers, email addresses and other contact details you provide are your own, and that they are true, accurate, current and complete. You agree to notify us whenever you stop using a phone number, WhatsApp number or email address you have given us.
- **Transactional and promotional communications:** Communications relating to your Account and your transactions are part of the Services and will be sent to you. Promotional or marketing communications are sent only where you have not opted out and in accordance with applicable law, including the TRAI Telecom Commercial Communications Customer Preference Regulations, 2018 (the DND / DLT framework) and the DPDP Act, 2023. You may opt out of promotional communications at any time using the unsubscribe or preference options provided or by contacting customer care, without affecting transactional or regulatory communications.

15. Community and User-Generated Content

The Platform may allow you to post, share or discuss content, including comments, ideas and other material ("User Content"). You are solely responsible for your User Content and confirm that you have the rights to share it. You agree not to post content that is unlawful, misleading, defamatory, obscene, infringing, or that constitutes investment advice, an assured-return claim, a solicitation, market manipulation or a violation of SEBI or other applicable regulations, or that is prohibited under the Information Technology Act, 2000 or the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021.

You grant us a non-exclusive, royalty-free, worldwide licence to host, store, display and distribute your User Content on and in connection with the Platform. We may, at our discretion and without notice, moderate, remove or restrict any User Content, or suspend access, where we consider it necessary to comply with law,

protect users, or enforce these Terms or our community guidelines. To the extent we act as an intermediary in respect of User Content, we do so subject to the Information Technology Act, 2000 and the rules made under it. User Content reflects the views of the person who posted it and not of Crowwd, and should not be relied upon as advice.

16. Hive and Investor DNA

The Platform may make available "Hive" and "Investor DNA", our proprietary profile and preference information tools. Through these, you answer a set of behavioural and preference questions that help you record and understand your own stated investment profile. The Platform presents factual information about mutual fund schemes, together with filters and other tools that let you sort and explore that information for yourself. The Platform does not assess the suitability of any scheme for you, does not match schemes to your profile, and does not recommend, endorse or express any view on whether any scheme is appropriate for you.

- **Not investment advice:** Hive and Investor DNA are information and decision-support tools only. Any output is generated from the answers you provide and from the factual scheme information available on the Platform, and does not constitute investment advice, a personal recommendation, a suitability assessment, or any assurance of suitability or returns. The Platform does not assess whether any scheme is suitable for you and does not recommend any scheme. You remain solely responsible for your investment decisions, and you should read the relevant scheme documents and seek independent professional advice before investing. The usefulness of the information you draw from these tools depends on the accuracy and completeness of the answers you provide.
- **Proprietary rights:** Hive and Investor DNA (including their questions, question sets, scoring logic, algorithms, models, weightings, methodology, design, structure, 'look and feel', interfaces, and all outputs, scores, profiles, reports and content generated by them) are the exclusive intellectual property and confidential information of Crowwd and/or its licensors, and are protected by applicable intellectual property, database and confidentiality laws. Nothing in these Terms transfers any right, title or interest in Hive or Investor DNA to you, and you acquire no rights in them by using them.
- **Restrictions:** You must not, and must not permit, assist or enable any other person to: copy, reproduce, scrape, crawl, harvest, extract, index, data-mine, reverse engineer, decompile, disassemble, replicate, benchmark, or create derivative works from any part of Hive or Investor DNA (including their questions, scoring logic, weightings or outputs); use them to build, train, fine-tune or improve any competing or similar product, tool, dataset or model; or use them for any commercial purpose. You may use Hive and Investor DNA only for your own personal, non-commercial use on the Platform. Any use of automated means (including bots, scrapers or scripts) to access or extract Hive or Investor DNA, and any circumvention of technical, rate-limiting or access controls, is strictly prohibited.
- **Enforcement and survival:** We may suspend or terminate your access to Hive, Investor DNA or the Platform, and pursue all available legal and equitable remedies (including injunctive relief and damages), for any breach or threatened breach of this Section. This Section survives termination of these Terms and of your use of the Platform.

17. Third-Party Links and Service Providers

The Platform may link to third-party platforms that collect your information or help us provide the Services. We use third-party vendors and service providers for functions such as KYC, onboarding, customer and product analytics, payment gateways and digital signatures. By using those links or services, you consent to your use of them. We do not control these third parties, and they may have their own terms and privacy policies that apply to you in addition to these Terms. We encourage you to review them. These Terms do not govern your interactions with those third-party platforms.

18. Intellectual Property

You do not acquire any intellectual property rights, including in any Crowwd branding or logos, and you may not copy, reproduce, sell, redistribute, publish, display, modify, transmit, license, create derivatives from or otherwise exploit any part of the information, content, materials or Services available through the Platform, except material you may download for personal, non-commercial use. All content on the Platform (including headers, images, graphics, audio, video, text, generated reports, the Hive and Investor DNA tools and their outputs, trademarks, trade names, copyright, and email, SMS and WhatsApp communications) is our intellectual property or that of our licensors. If you believe the Platform infringes your intellectual property, notify us in writing at [hello@crowwd.io]; such notices should be submitted only by the rights owner or an authorised agent, and false claims may result in termination of your access.

19. Data Protection and DPDP Compliance

We process your personal data in accordance with the Digital Personal Data Protection Act, 2023 and the Digital Personal Data Protection Rules, 2025, and our Privacy Policy forms part of these Terms. In respect of your personal data, Crowwd acts as a Data Fiduciary.

- **Notice and consent:** Before or at the time of collecting your personal data, we provide an itemised notice describing the personal data we collect, the specific purposes for which it is processed, the manner in which you may exercise your rights and withdraw consent, and how you may complain to the Data Protection Board of India. We process your personal data on the basis of your consent (or other lawful grounds permitted under the DPDP Act) for the purposes described in that notice and our Privacy Policy, and you may give or withdraw consent, including through a registered Consent Manager where available.
- **Your rights:** As a Data Principal, you have the right to access a summary of your personal data and its processing, to seek correction, completion, updating and erasure of your personal data, to nominate another person to exercise your rights, and to grievance redressal. You may withdraw your consent at any time, as easily as it was given, subject to the legal and regulatory record-retention obligations described below.
- **Erasure and retention:** On withdrawal of consent or a valid erasure request, we will erase your personal data unless retention is required for a legal purpose (including our SEBI, AMFI, PMLA, tax and other record-keeping obligations), in which case we retain only what is legally required and for only as long as required.
- **Breach notification:** In the event of a personal data breach, we will notify the Data Protection Board of India and affected Data Principals in the manner and within the timelines prescribed under the DPDP Rules, 2025 (including intimation to affected Data Principals without delay and to the Board within the prescribed period). Most substantive DPDP Rules, 2025 provisions — including these breach-reporting timelines — commence only from 14 May 2027; consistent with our Privacy Policy, we intend to meet this standard from the effective date of these Terms, ahead of that commencement date, without waiting for it.

20. Indemnity

To the extent permitted by applicable law, you agree to indemnify, defend and hold harmless Crowwd and its directors, employees, affiliates and representatives from and against any losses, including reasonable legal fees and expenses, arising out of or relating to: (i) your breach of these Terms or the Privacy Policy; (ii) any fraud or dishonesty in connection with a transaction by you; or (iii) any misrepresentation, fraud or negligence in the data and information you provide. We may participate, at our own expense and with counsel of our choice, in the defence of any third-party claim relating to your use of the Platform. You will not settle any claim against us without our prior written consent. This section survives any termination of these Terms or of your use of the Platform.

21. Limitation of Liability

We will provide the Platform and Services with reasonable care and skill. This Section sets out where we are not liable to you and, where liability is not excluded, the extent to which it is limited. Each exclusion and limitation in this Section applies only to the extent permitted by applicable law and is in every case subject to the final paragraph of this Section.

- We are not liable for any loss arising from acting on your instructions as given, or from any error of judgment made in good faith and without negligence in the ordinary operation of your Account. We do not warrant that the Platform or its content will be uninterrupted, error-free or free from omissions, but we will take reasonable steps to correct errors of which we become aware.
- We take reasonable measures to secure the Platform but do not warrant that it will be free from bugs, viruses or malicious code. You are responsible for maintaining your own up-to-date protective software and for keeping your devices and Login Credentials secure.
- To the maximum extent permitted by law, we are not liable for any loss, actual or notional, arising from matters outside our reasonable control, including: (i) delays, errors or failures at a bank, payment system, RTA or AMC; (ii) rejection, delay or non-execution of your instructions by a bank, payment system, RTA or AMC; (iii) any transaction or instruction authenticated by your Login Credentials, except to the extent the loss results from our own fraud, wilful misconduct or negligence; (iv) unavailability, interruption or failure of the Platform, any payment gateway or any communication channel not caused by our negligence; (v) any inaccuracy or typographical error on the Platform that we correct within a reasonable time of becoming aware of it; or (vi) any Force Majeure Event (as defined in Section 27).
- Investments in mutual funds are subject to market risk, and the value of your investments may rise or fall. We act as a mutual fund distributor, do not guarantee any return, and are not liable for any reduction in the value of your investments or for any loss arising from your investment decisions. Any information, tools or material made available on the Platform or in our communications is provided for general information and convenience only, does not constitute investment advice, and you are responsible for any decision you make in reliance on it.
- To the maximum extent permitted by law, we are not liable for any indirect, incidental, special, consequential or punitive loss, or for any loss of profits, goodwill or opportunity.
- Nothing in these Terms or in this Section excludes or limits our liability for: (a) fraud or fraudulent misrepresentation; (b) wilful misconduct or gross negligence; (c) death or personal injury caused by our negligence; or (d) any liability that cannot lawfully be excluded or limited under applicable law, including the Consumer Protection Act, 2019 and applicable SEBI and AMFI regulations. Nothing in this Section affects your statutory rights as a consumer, and no provision of this Section applies to the extent it would render any term an 'unfair contract' within the meaning of the Consumer Protection Act, 2019.

22. Dispute Resolution

The parties will seek to resolve disputes in the manner set out below. Nothing in this Section limits any right you have to approach the consumer forums or any statutory or regulatory grievance-redressal mechanism.

- Any grievance relating to your investments, your Account or the Services should first be raised through our grievance-redressal mechanism set out in Section 28.
- For disputes concerning your mutual fund investments where the counterparty is a SEBI-registered entity — for example, a complaint against the Asset Management Company or scheme — you may, in addition to or instead of the above, use the SEBI grievance-redressal and online dispute-resolution framework, in the manner described in the Disclosures below, by lodging a complaint with the relevant market participant, escalating through the SEBI SCORES portal, and, if required, initiating online conciliation and online arbitration through the

SEBI SMART ODR portal (smartodr.in). Crowwd is registered with AMFI as a mutual fund distributor and is not itself a SEBI-registered intermediary; a complaint about Crowwd's own conduct as a distributor is therefore raised with us under Section 28 and, if unresolved, with AMFI, rather than through SCORES or SMART ODR. Where the SEBI framework applies, it operates independently of, and is not displaced by, the arbitration provisions in this Section.

- If you are a 'consumer' within the meaning of the Consumer Protection Act, 2019, nothing in these Terms requires you to arbitrate or waives your right to pursue remedies before the District, State or National Consumer Disputes Redressal Commissions, or through the SEBI SCORES / SMART ODR mechanisms. The arbitration provisions below apply to you only if you voluntarily elect, in writing and after the dispute has arisen, to resolve it by arbitration.
- Subject to the paragraphs above, any dispute arising out of or in connection with these Terms, including any question regarding their existence, validity or termination, that is capable of settlement by arbitration under Indian law and does not involve a consumer pursuing consumer remedies, will be referred to and finally resolved by arbitration by a sole arbitrator under the Arbitration and Conciliation Act, 1996 (as amended).
- The sole arbitrator will be appointed by the mutual written agreement of the parties. If the parties do not agree within thirty (30) days of one party's written request to the other, the arbitrator will be appointed in accordance with Section 11 of the Arbitration and Conciliation Act, 1996. Neither party, nor any person or entity interested in the outcome of the dispute, may unilaterally appoint the sole arbitrator. The arbitrator must be, and remain, independent and impartial and must satisfy the requirements of Section 12 and the Fifth and Seventh Schedules of that Act.
- Nothing in this Section prevents either party from applying to a court of competent jurisdiction for interim or conservatory relief under Section 9 of the Arbitration and Conciliation Act, 1996, or from approaching any statutory or regulatory authority where the law so permits or requires.
- The seat and venue of arbitration will be New Delhi, India. The proceedings will be conducted in English. The arbitral award will be final and binding on the parties, subject to their rights under the Arbitration and Conciliation Act, 1996. The arbitration and its proceedings will be kept confidential in accordance with Section 42A of that Act, except where disclosure is required by law or to enforce or challenge the award.

23. Governing Law and Jurisdiction

These Terms, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them or their subject matter, are governed by and construed in accordance with the laws of India, without reference to conflict-of-laws principles.

Subject to Section 22, and without prejudice to any non-excludable statutory or regulatory right you may have (including your right as a consumer under the Consumer Protection Act, 2019 to institute proceedings where you reside, work or carry on business, and your rights under the SEBI grievance-redressal and SMART ODR framework), the courts at New Delhi, India will have jurisdiction over any matter arising out of or in connection with these Terms. Nothing in this Section prevents either party from seeking interim relief, or from enforcing an arbitral award or order, before any court of competent jurisdiction.

24. Severability

If any provision (or part of any provision) of these Terms is held by any court, tribunal or competent authority to be illegal, invalid or unenforceable, that provision or part will, to the extent required, be deemed modified to the minimum extent necessary to make it legal, valid and enforceable while preserving its original intent as closely as possible. If such modification is not possible, the provision or part will be deemed deleted. Any such modification or deletion will not affect the legality, validity or enforceability of the remaining provisions, which will continue in

full force and effect. This Section applies in particular to any exclusion or limitation of liability in Section 21 and to the arbitration provisions in Section 22.

25. Waiver

Our failure to enforce any provision of these Terms is not a waiver of our right to enforce it later, and any waiver of a breach is not a waiver of any later or other breach.

26. Term and Termination

- To close your Account, use the account-deletion option on the Platform or contact customer care.
- After termination, we will continue to securely retain a record of your personal information and financial transactions as required to meet our regulatory obligations.
- We may, at our discretion, suspend or close your Account for non-compliance with these Terms or any applicable law, after such notice (if any) as is reasonable in the circumstances or required by law.

27. Miscellaneous

- We will send notices to your registered email address or by general notification on the Platform. Any notice to us should be sent to [hello@crowwd.io].
- Neither party may assign or transfer its rights under these Terms without the other's written consent, except that we may assign, transfer, delegate or subcontract our rights or obligations to an affiliate or successor, provided your rights under these Terms are not diminished.
- If we form the opinion, or are informed, that a transaction is fraudulent or violates our policies or applicable law, we may block or freeze the relevant Account pending further action, in accordance with applicable law.
- We will not be liable for any failure or delay in performing our obligations caused by a Force Majeure Event, and our obligations will be suspended for as long as it continues. "Force Majeure Event" means any event beyond our reasonable control, including failure of communication systems, security breaches, sabotage, fire, flood, acts of God, civil commotion, strikes, riots, war, acts of government, lockdowns, hacking, unauthorised access, system crashes, malicious code, technical or power failures, and telecommunication failures.

28. Grievance Redressal and Grievance Officer

We operate a grievance-redressal mechanism. We will acknowledge any complaint within twenty-four (24) hours of receipt and endeavour to resolve it within fifteen (15) days of receipt, in accordance with applicable law (including the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 and the grievance-redressal requirements under the DPDP framework).

Step 1. Crowwd. Raise any complaint with our Grievance Officer (details below). This includes a complaint about Crowwd's own conduct as your distributor.

Step 2. AMFI. If a complaint about Crowwd's conduct as a mutual fund distributor is not resolved to your satisfaction, escalate it to AMFI, quoting ARN-364802. AMFI is the body that supervises distributor conduct and can act on the ARN and EUIN of a distributor.

Step 3. The AMC, and then SEBI SCORES. For a complaint about a scheme, an Asset Management Company, or the processing of a transaction by an AMC or its Registrar and Transfer Agent, raise it with the AMC and, if unresolved, lodge it on the SEBI SCORES portal (scores.sebi.gov.in) against that AMC. AMFI is the Designated Body that monitors AMC redressal on SCORES. Crowwd, as an AMFI-registered distributor and not a SEBI-registered intermediary, is not itself an entity against which a SCORES complaint can be lodged.

Step 4. SEBI SMART ODR. Online conciliation and online arbitration through the SEBI SMART ODR portal (smartodr.in) is available for disputes with a Market Participant, including claims or disputes arising on account of a mutual fund distributor of the AMC. You may use it after, or instead of, the steps above. Nothing above limits your right to approach a consumer commission under the Consumer Protection Act, 2019 or a court of competent jurisdiction.

Name: Ajitesh Gupta

Crowwd Network India Private Limited

Email: grievance@crowwd.io, a.gupta@crowwd.io

Address: D-7/7217, Vasant Kunj, New Delhi 110070

Mutual Fund Distribution Disclosures

AMFI registration details

ARN: 364802

Date of initial registration: 8 July 2026

Current validity of ARN till: 7 July 2029

Disclosure of commission

In accordance with applicable SEBI and AMFI requirements, Crowwd earns commission from the AMCs whose schemes are distributed through the Platform. You pay Crowwd nothing directly for distribution; our commission is built into the expense ratio of the Regular plans made available through the Platform (see Section 6). Commission rates vary by scheme category and are subject to change from time to time in accordance with our arrangements with the respective AMCs. Details of the commission structure are available on request.

Grievance redressal

- Crowwd (first level): raise any complaint — including about our own conduct as your distributor — with our Grievance Officer (Section 28).
- AMFI (Crowwd's conduct): if a complaint about Crowwd's own conduct as distributor is not resolved to your satisfaction, escalate it to AMFI, quoting ARN-364802.
- SEBI SCORES (AMC / scheme): for a complaint about an AMC or a mutual fund scheme itself, use the SEBI SCORES portal at scores.sebi.gov.in.
- SEBI SMART ODR (AMC / scheme): for online conciliation/arbitration of a SCORES-eligible complaint against an AMC or scheme that remains unresolved, use the SEBI SMART ODR portal at smartodr.in.

Disclaimer

Mutual fund investments are subject to market risks. Read all scheme related documents carefully. Crowwd acts only as a distributor of mutual fund products and does not provide investment advice or assure any returns. Registration with AMFI and any certification in no way guarantee the performance of the intermediary or provide any assurance of returns.