



INVESTOR GRIEVANCE REDRESSAL POLICY

Version 2.0

Version Control:

Sl. No.	Name of Policy	Version	Board approval date	Remarks
1.	Investor Grievance Redressal Policy	V1.0	30/01/2015	Policy document approved.
2.	Investor Grievance Redressal Policy	V1.1	30/01/2021	<ul style="list-style-type: none">• Removed fax number.• Added new clauses relating to SCORES, IEPF Nodal Officer, review of policy.• Amended the clause relating to Compliance Certificate from PCS.
3.	Investor Grievance Redressal Policy	V2.0	14/05/2025	<ul style="list-style-type: none">• Comprehensive Revamp of the Policy to make it more aligned with the applicable Regulations

TABLE OF CONTENTS

Sl. No.	Particulars	Page No.
1.	Introduction	4
2.	Objective	5
3.	Definition	5
4.	Scope and Applicability	5
5.	Principles of the Policy	5
6.	Manner of dealing with Shareholder correspondence	5
7.	Classification of Investor Communication	6
8.	Process to be followed by the Investor for raising queries/grievance	6
9.	Grievance Handling Mechanism	7
10.	Governance	8
11.	Reporting	9
12.	Review of Investors' Grievances Redressal Policy	9

1. Introduction

Muthoot Capital Services Limited (hereinafter referred to as 'MCSL' or 'the Company') is a Deposit-Taking Non-Banking Finance Company, with its Equity Shares listed on BSE Limited ('BSE') and National Stock Exchange of India Limited ('NSE'). The Company has also issued Non-Convertible Debentures which are listed on BSE.

Pursuant to various statutes and by virtue of their shareholding, the shareholders are vested with several rights which, inter alia, include:

1. Transfer ownership of their shares;
2. Receive Dividend, if declared by the Company, on the shares held by them;
3. Right to attend, participate, convene and vote at General Meetings;
4. Receive Annual Reports, Notice of Postal Ballot and Notices of General Meetings;
5. Right for adequate, timely information and inspection;
6. Right to claim Dividend and Shares transferred to IEPF;
7. Right to equitable treatment, Protection to minority rights and adequate mechanism to address their grievances; and such other rights as available under law.

Similarly, Debenture holders enjoy rights, which include the right to:

1. Receive interest on time;
2. Receive redemption amount promptly;
3. Approach the Debenture Trustee with grievance, if any; and such other rights available under law.

The Board of Directors of the Company shall appoint a qualified Company Secretary to act as Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"). The Compliance Officer shall be responsible for monitoring email address to which Investors shall send their grievances seeking redressal.

The Company has appointed M/s. Integrated Registry Management Services Private Limited, having its Registered Office at 2nd Floor, "Kences Towers", No 1, Ramakrishna Street, North Usman Road, T. Nagar, Chennai - 600 017, as Registrars & Share Transfer Agents (hereinafter referred to as 'RTA') to ensure speedy and efficient service to investors. The RTA is primarily responsible to discharge investor service functions on behalf of the Company and is entrusted with handling all share related matters including transmission, transposition, nomination, dividend, change of name / address / signature, registration of mandate / replacement / split / consolidation of share certificate / demat / remat of shares, issue of duplicate certificates, etc.

2. Objective

The Company is committed to providing a transparent, effective, and efficient mechanism for its investors to address and resolve their grievances.

3. Definitions

For this Policy, the following terms are defined as under:

- a. **“Board”** means the Board of Directors of Muthoot Capital Services Limited.
- b. **“SCORES”** is a web-based centralized grievance redressal system of SEBI (<http://scores.gov.in>), which enables the investors to lodge and track the status of redressal of such complaints online.
- c. **“Investors”** mean shareholders or debenture holders of the Company

The words and phrases not defined under this Policy will carry the same meaning as defined under the Articles of Association of the Company, the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, including the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and the Companies Act, 2013 read with the Rules made thereunder.

4. Scope and Applicability

The Policy is applicable for redressing grievances in connection with any of the shares / debentures issued by the Company, which are listed on the Stock Exchanges in India.

5. Principles of the Policy

The Investors' Grievances Redressal Policy is based on the following principles:

- a. All shareholders of the same series of a class shall be treated equally.
- b. Investors shall be attended promptly and courteously, and their complaints shall be redressed efficiently.
- c. Investors shall be informed of avenues to escalate their complaints / grievances within the organization.
- d. The Company shall resolve all complaints efficiently and fairly within the regulatory framework.

6. Manner of dealing with shareholder correspondence

The Company also obtains, annually, from the RTA, a report by their independent internal auditors on the RTA activities including the process of grievance handling, which is placed before the Stakeholders Relationship Committee and the Board of Directors.

7. Classification of Investor Communications

The Company on receipt of correspondence(s) from the investors relating to their shares, dividend, non-receipt of annual reports or notices, etc. shall classify them as queries, requests or complaints of the investors based on the nature of communication received. In case of any ambiguity, the Compliance Officer shall be the sole authority to decide on the nature and classification of the communication and his decision shall be final and binding.

8. Process to be followed by the investor for raising queries / grievances

Investors can raise their grievances / lodge a complaint, by giving details of their Name, Folio No. or DP ID / Client ID along with the nature of grievance / full particulars of their complaint, directly to the RTA. For IEPF-related matters, investors can also contact the Nodal Officer appointed by the Company as specified under the Contact Details of the Company's website.

Any information or supporting documentation required for redressing the grievance/complaint shall be informed by RTA to the investors. Investors are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in the redressal of their complaints.

The processing time of queries / correspondences is as given below:

Nature of Service	Processing time for RTA <i>(post receipt of duly completed documents)</i>
A. Investor Service Request	
Processing of transmission request	21
Processing of issue of duplicate security certificate request	30
Processing of dematerialization request	15
Processing of remat request	30
Processing of transposition request	15
Processing of request for change in / updation of	
• Name	30
• Signature	30
• Nomination	30
• Contact details (address, e-mail address and mobile number)	15
• Bank account details	15
• Processing of request for updation of PAN	15
• Processing of revalidation request of dividend / interest / redemption instruments and remitting to the shareholders bank account	15
B. Complaint redressal	
Providing response to the inquiries of the investors and Redressal of Grievance	21

Nature of Service	Processing time for RTA <i>(post receipt of duly completed documents)</i>
C. IEPF matters	
Issuance of Entitlement Letter post receipt of complete documents and rectification of deficiencies	30
Filing of E-Verification Report by the Company upon receipt of claim in Form IEPF-5	30
D. Other Operational activities	
Intimation regarding distribution of corporate benefits (dividend, bonus, stock split etc.)	
i. E-mail communication	15
ii. Physical communication	30

Incomplete / partially filled forms and supporting documents received will be duly returned unprocessed to the investor for completeness / correction of deficiencies in the documents along with the letter from RTA containing the observations of the scrutinized documents. Only after receipt of requested information and / or document, the RTA would address the investor service request / grievance as per the above-mentioned timelines.

In case of a non-satisfactory response from RTA or non-receipt of response within the stipulated timeline, investors can also lodge complaint through the Company's designated Email ID for investor grievances: investorgrievance@muthootcap.com

Investors are requested to approach the RTA, or in case of any inaction by the RTA, the Company, for redressal of their concerns before raising their concerns with the regulatory authorities.

9. Grievance Handling Mechanism

All the investor complaints / grievances, including the ones received through SCORES, ODR, Stock Exchanges viz. BSE and NSE, Depositories viz. National Securities Depository Limited and Central Depository Services (India) Limited, any other regulatory authorities, etc. (hereinafter referred to as 'the regulatory authorities') shall be attended and resolved by the Company / RTA expeditiously.

Escalation matrix for investors' grievances

While lodging the grievance / complaint, it is necessary for the investor to mention the nature of grievance, Folio Number / DP ID - Client ID, reference to any previous correspondence made in this regard, copy of relevant documents and other relevant information.

RTA is principally responsible for managing the share-related affairs (viz. investors' service requests/grievances) of the Company. If an investor request remains unresolved within the stipulated turnaround time post submission of all relevant documents, then the matter can be taken up as per the matrix below:

Escalation	Contact Details
Registrar and Transfer Agent (RTA)	Integrated Registry Management Services Private Ltd., Unit: Muthoot Capital Services Limited 2 nd Floor, “Kences Towers”, No.1, Ramakrishna Street, North Usman Road, T. Nagar, Chennai - 600 017 Tel: 044 - 28140801 - 803 Email: corpserv@integratedindia.in
If the grievance of the investor is not addressed by the RTA within 7 working days of sending the email / letter to the RTA	
1st Escalation - (Company)	Muthoot Capital Services Limited 3 rd Floor, Muthoot Towers, M.G. Road, Kochi - 682 035, Kerala E mail: investorgrievance@muthootcap.com
If the grievance of the investor is not addressed within 7 working days of sending the email / letter to the Company	
2nd Escalation - Compliance Officer and Nodal Officer (IEPF)	Company Secretary and Compliance Officer Muthoot Capital Services Limited 3 rd Floor, Muthoot Towers, M.G Road, Kochi - 682 035 Mail: mail@muthootcap.com Nodal Officer (IEPF) Muthoot Capital Services Limited 3 rd Floor, Muthoot Towers, M.G. Road, Kochi - 682 035 Email: ramandeep.gill@muthootcap.com
If the grievance of the investor is not addressed to the satisfaction of the investor, he/she may file a claim with the following:	
Stock Exchanges	In case the Complaint stands unresolved / not resolved up to the satisfaction of Investor(s), they may lodge a complaint with: NSE: https://investorhelpline.nseindia.com/NICEPLUS/ BSE: https://bsecregs.bseindia.com/ecomplaint/frmInvestorHome.aspx

10. Governance

The Company has constituted the Stakeholders Relationship Committee (SRC) of the Board, to examine and redress complaints from investors. The SRC meets as often as required to resolve shareholders' grievances including complaints related to the transmission of shares, non-receipt of annual reports, non-receipt of declared dividends, issue of new/duplicate certificates etc. The SRC also reviews measures taken by the Company for the effective exercise of voting rights by Shareholders. The Company also obtains, annually, from the RTA, a report by their independent Internal Auditors on the RTA activities including the process of grievance handling, which is placed before the Stakeholders Relationship Committee and the Board of Directors.

11. Reporting

According to the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company files with the Recognized Stock Exchange(s) within the prescribed timelines, on a quarterly basis, the details on the number of investor complaints pending at the beginning of the quarter, the number of investor complaints received during the quarter, disposed of during the quarter and those remaining unresolved at the end of the quarter. The Company shall also place this before the Board of Directors on a quarterly basis.

A Status report is obtained periodically from RTA in respect of various correspondences and complaints received by the Company directly or by RTA and it is placed before the Stakeholders Relationship Committee from time to time.

12. Review of Investors' Grievances Redressal Policy

This Policy will be reviewed periodically to ensure that it meets the expectations laid down by the Stakeholders Relationship Committee of the Board of Directors of the Company and any other practice(s) to be incorporated, found relevant by the Company.

In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant authorities, not being consistent with the provisions laid down under this Policy, then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder and this Policy shall stand amended accordingly from the effective date as laid down under such amendment(s), clarification(s), circular(s) etc.

This Policy was last reviewed and approved by the Board of Directors at its Meeting held on May 14, 2025.