

**CARE RATINGS LIMITED
GRIEVANCE REDRESSAL MECHANISM (FOR ACTIVITIES IN RESPECT OF LISTED/ PROPOSED TO BE
LISTED SECURITIES/ INSTRUMENTS FALLING UNDER THE PURVIEW OF SEBI)**

Dear Concerned,

In case of any grievance/complaints/ disputes against CARE Ratings Limited under SEBI (Credit Rating Agencies) Regulation, 1999 or applicable SEBI Master Circulars, as amended from time to time, pertaining to listed or proposed to be listed securities or instruments/ activities falling under the purview of SEBI, please write to grievance.listed@careedge.in

In case you are not satisfied with the resolution provided, you may escalate it to the Compliance Officer of CARE Ratings Limited at:

Ms. Rashi Shingal

Compliance Officer
CARE Ratings Limited
Office Address: 4th Floor, Godrej Coliseum,
Somaiya Hospital Rd, off Eastern Express Highway,
Sion East, Mumbai, Maharashtra 400022
Email id: rashi.shingal@careedge.in
Phone No.: Board line: +91 22 6754 3456

In case you are still not satisfied with the resolution provided by the Compliance Officer, you may escalate it to the MD & Group CEO of CARE Ratings Limited at:

Mr. Mehul Pandya

MD & Group CEO
Email-id: ceo@careedge.in
Phone No.: Board line: +91 22 6754 3456

If still not satisfied with the response, you can lodge your grievances with SEBI at <http://scores.gov.in> (details provided herein below) or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

SEBI COMPLAINTS REDRESSAL SYSTEM (SCORES)

Filing complaints on SCORES - Easy & quick

- a.** Register on SCORES portal at <https://scores.gov.in/scores/Welcome.html>
- b.** Mandatory details for filing complaints on SCORES:
 - i. Name, PAN, Address, Mobile Number, E-mail ID
- c.** Benefits:
 - i. Effective communication
 - ii. Speedy redressal of the grievances

DISPUTE RESOLUTION MECHANISM

SEBI Master Circular No. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated July 31, 2023 (updated as on 20 December 2023) on Online Dispute Resolution ("SEBI Master Circular"), provides a mechanism for online resolution of disputes arising in the Indian Securities Market through online conciliation and online arbitration. A copy of the said SEBI circular is attached here - https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market_80236.html In case you are not satisfied with the resolution / response provided by the Company under the various channels listed above, you may use **SMART ODR Portal** (Securities Market Approach for Resolution through ODR Portal) which can be accessed via the following link - [SMART ODR](https://smartodr.in/login) or the same is available at <https://smartodr.in/login> for the resolution of a dispute arising between you and the Company in accordance with the SEBI Master Circular.

Kindly note that the above mechanism is only applicable to grievances/ complaints/ disputes against CARE Ratings Limited pertaining to listed or proposed to be listed securities or instruments/ activities falling under the purview of Securities Exchange Board of India (SEBI).