

ESCALATION MATRIX FOR INVESTORS GRIEVANCES

Mahindra & Mahindra Limited ('M&M') is committed to providing effective and prompt service to its investors. M&M has in place, a designated e-mail address i.e. investors@mahindra.com for assistance and/or grievance redressal and is closely monitored by the Company Secretary of M&M.

Institutional Investors:

Institutional Investors may contact the executives mentioned at the following link:

<https://www.mahindra.com/contact-mahindra-group>

The escalation matrix for complaints relating to the Investors of M&M is as provided below:

Level 1 -

1. KFin

KFin Technologies Private Limited (formerly known as Karvy Fintech Private Limited)

Unit: Mahindra & Mahindra Limited Selenium, Tower B, Plot No. 31-32, Gachibowli, Financial District, Nanakramguda, Hyderabad, Telangana - 500 032, India. Tel. No. : +91 40 6716 2222 Fax No. : +91 40 2342 0814 Email : einward.ris@kfintech.com Website : www.kfintech.com Toll Free No. : 1800 3094 001	24-B, Raja Bahadur Mansion, Ground Floor, Ambala Doshi Marg, Behind BSE, Fort, Mumbai 400 023. Tel. No.: +91 22 6623 5454/412/427
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OR

2. Executives of the Company at:

Ms. Aarti Kothari Manager - Secretarial	Ms. Deepti Chandratre Deputy General Manager - Shares
Address: 5 th Floor, Mahindra Towers, Secretarial Department Dr. G.M. Bhosale Marg, Worli, Mumbai - 400018	Address: 5 th Floor, Mahindra Towers, Secretarial Department Dr. G.M. Bhosale Marg, Worli, Mumbai - 400018
Phone- 022- 2490 5812	022- 2491 7029
Email - kothari.aarti@mahindra.com	Email - chandratre.deepti@mahindra.com
The Shares Department can also be reached on 7400098693.	

Level 2 -

In the event, the grievance(s) are not resolved within 3 working days of its submission along with all requisite documents/information or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the next level of hierarchy.

Ms. Anita Halbe General Manager - Shares & Secretarial & Ethics Counsellor
Address: 5 th Floor, Mahindra Towers, Secretarial Department Dr. G.M. Bhosale Marg, Worli, Mumbai - 400018
Phone - 022- 2490 5968
Email - halbe.anita@mahindra.com

Level 3 -

In the event, the grievance(s) are not resolved within 5 working days of its submission along with all requisite documents or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the Company Secretary.

Mr. Narayan Shankar Company Secretary
Address: 5 th Floor, Mahindra Towers, Secretarial Department Dr. G.M. Bhosale Marg, Worli, Mumbai - 400018
Phone - 022- 24905610
Email - narayan.shankar@mahindra.com

Level 4 -

In case of non-redressal of the complaint to the investor's satisfaction within a reasonable time frame, the investor may approach the Chief Financial Officer-

Mr. Manoj Bhat
Address: 5 th Floor, Mahindra Towers, Secretarial Department Dr. G.M. Bhosale Marg, Worli, Mumbai - 400018
Phone - 022- 24917055
Email - Bhat.manoj@mahindra.com

Level 5 -

In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through "SCORES", the centralized online system for lodging and tracking complaints.

SCORES facility can be accessed through the weblink <http://scores.gov.in>

Filing complaints on SCORES - Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
 - i. Name,
 - ii. PAN,
 - iii. Address,
 - iv. Mobile Number,
 - v. E-mail ID
- c. Benefits:
 - i. Effective communication
 - ii. Speedy redressal of the grievances

Address for correspondence with Debenture Trustee:

Axis Trustee Services Limited
The Ruby, 2nd Floor, SW, 29 Senapati Bapat Marg, Dadar West, Mumbai - 400028
Phone: +91-22-62300451
Fax +91-22-62300700
debenturetrustee@axistrustee.com

Details of The Nodal Officer for the purpose of co-ordination with the IEPF:

Mr. Narayan Shankar

Email ID: investors@mahindra.com