

**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](mailto: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<br>Selenium, Tower B, Plot No. 31-32,<br>Gachibowli, Financial District,<br>Nanakramguda, Hyderabad,<br>Telangana - 500 032, India.<br>Tel. No. : +91 40 6716 2222<br>Fax No. : +91 40 2342 0814<br>Email : <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a><br>Website : <a href="http://www.kfintech.com">www.kfintech.com</a><br>Toll Free No. : 1800 3094 001 | 6/8, Ground Floor,<br>Crossely House, Near BSE<br>(Bombay Stock Exchange),<br>Next to Union Bank, Fort,<br>Mumbai - 400001.<br>Tel. No.: +91 22 66235353 |
|---|--|

**OR**

**2. Executives of the Company at:**

|   |   |
|---|---|
| <b>Ms. Priyanka Dhuri</b><br>Manager -Group Secretarial   | <b>Ms. Ranju Chauhan</b><br>Group Secretarial- Shares   |
| Address:<br>2 <sup>nd</sup> Floor, Mahindra Towers,<br>Secretarial Department<br>Dr. G.M. Bhosale Marg,<br>Worli, Mumbai - 400018 | Address:<br>2 <sup>nd</sup> Floor, Mahindra Towers,<br>Secretarial Department<br>Dr. G.M. Bhosale Marg,<br>Worli, Mumbai - 400018 |
| Phone- 022- 2490 5812   | 022- 2491 7029  |
| Email - <a href="mailto:DHURI.PRIYANKA@mahindra.com">DHURI.PRIYANKA@mahindra.com</a>  | Email - <a href="mailto:CHAUHAN.RANJU2@mahindra.com">CHAUHAN.RANJU2@mahindra.com</a>  |

**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.

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|---|
| <b>Ms. Vandana Das</b><br>Manager - Group Secretarial   |
| Address:<br>2 <sup>nd</sup> Floor, Mahindra Towers,<br>Secretarial Department<br>Dr. G.M. Bhosale Marg,<br>Worli, Mumbai - 400018 |
| Phone - 022- 2490 5968  |
| Email - <a href="mailto:DAS.VANDANA@mahindra.com">DAS.VANDANA@mahindra.com</a>  |

**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.

|   |
|---|
| <b>Ms. Divya Mascarenhas</b><br>Interim Company Secretary   |
| Address:<br>2 <sup>nd</sup> Floor, Mahindra Towers,<br>Secretarial Department<br>Dr. G.M. Bhosale Marg,<br>Worli, Mumbai - 400018 |
| Phone - 022- 24905610   |
| Email - <a href="mailto:MASCARENHAS.DIVYA@mahindra.com">MASCARENHAS.DIVYA@mahindra.com</a>  |

**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-

|   |
|---|
| <b>Mr. Amarjyoti Barua</b>  |
| Address:<br>2 <sup>nd</sup> Floor, Mahindra Towers,<br>Secretarial Department<br>Dr. G.M. Bhosale Marg,<br>Worli, Mumbai - 400018 |
| Phone - 022- 24905850   |
| Email - <a href="mailto:Barua.amarjyoti@mahindra.com">Barua.amarjyoti@mahindra.com</a>  |

### **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

### **Level 6 -**

The Complainant can initiate dispute resolution through the Online Dispute Resolution Portal ("ODR Portal") in case the outcome of the grievance lodged with the above - mentioned level of escalations (i.e. Level 1 to Level 5) is not satisfactory. Further, the Complainant is required to ensure that the grievance lodged through ODR portal is not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

ODR portal can be accessed through the weblink <https://smartodr.in/login>

### **Address for correspondence with Debenture Trustee:**

Axis Trustee Services Limited

The Ruby, 2<sup>nd</sup> Floor, SW, 29 Senapati Bapat Marg, Dadar West, Mumbai – 400028

Phone: +91-22-62300451

Fax +91-22-62300700

[debenturetrustee@axistrustee.com](mailto:debenturetrustee@axistrustee.com)

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

Ms. Divya Mascarenhas

Email ID: [investors@mahindra.com](mailto:investors@mahindra.com)