

September 15, 2023

Dear Investor,

Subject: Enhancing investor awareness on Online Dispute Resolution Mechanism

This communication is in accordance with SEBI Circular dated July 31, 2023 SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 read with SEBI Circular dated August 4, 2023 SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 about expanding the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing a common Online Dispute Resolution Portal (ODR Portal) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market. Under this mechanism, any unresolved issues of any service requests/service-related complaints between investors/shareholders and listed companies including their Registrar & Share Transfer Agents or any other specified intermediaries/ regulated entities arising out of latter's activities in the securities market, will be resolved in accordance with the above-mentioned SEBI Circulars.

In order to enhance investor awareness on this dispute resolution mechanism, a brief overview of the process is provided as follows:

- An investor may initiate his/her/their grievance redressal process with the Company through designated persons/officials who handle issues relating to complaints/grievances of investors.

Details of these designated persons/officials are displayed on our website at www.cosco.in

(Email and Contact Information displayed at -

https://www.cosco.in/uploads/investors/contacts_1665472727.pdf)

- In case the grievance/complaint is not resolved satisfactorily, an investor may register his/her/their grievance/complaint on the SEBI Complaints Redress Systems (SCORES) platform in accordance with the process laid out at www.scores.gov.in.

- Alternatively, or at any stage of the subsequent escalations provided through the SCORES platform, an investor may initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>

Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars referred above and hosted on our website at www.cosco.in.