

**IndusInd Bank Ltd.
Mumbai**

Investors' Grievances Redressal Policy

At IndusInd Bank, we strive to provide timely and efficient service to our investors and follow fair practices and processes which are designed to redress investors' grievances and prevent recurrence.

I. Objective:

- a. This Policy is formulated to ensure efficient services to our investors and effectively address their grievances in a timely and responsive manner.
- b. This Policy shall be called as 'Investor Grievances Redressal Policy' (IGR Policy)
- c. The Bank's equity shares are listed on BSE Limited and National Stock Exchange of India Limited (NSE). The Bank's Global Depository Receipts (GDRs) are listed on the Luxembourg Stock Exchange.

The Bank of New York Mellon (BoNYM) is the Registered Owner of the shares underlying the Global Depository Receipts issued by our Bank and ICICI Bank acts as Custodian of these shares.

This Policy shall be applicable to all future issuances of bonds, debentures, shares, ADR, GDR or any other securities by the Bank

- d. Pursuant to various statutes and by virtue of their shareholding in the Bank, shareholders enjoy several rights, including the right to:
 1. Transfer ownership of their shares;
 2. Receive Dividend, if declared by the Bank, 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 / bond holders enjoy rights, which include the right to:

1. Receive interest on time;
2. Receive redemption amount promptly;
3. Receive copy of the Trust Deed on request;
4. Apply for winding up of the company if the Bank fails to pay its debt;
5. Approach the Debenture Trustee with grievance, if any; and such other rights available under law.

- e. The Bank has appointed Link Intime India Pvt. Ltd. having its Registered Office at C-101, 247 Park, LBS Marg, Vikhroli (West), Mumbai - 400083, as Registrars & Share Transfer Agents (RTA) to ensure speedy and efficient service to investors.

II. 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 Bank shall resolve all complaints efficiently and fairly within the regulatory framework.

The Policy broadly defines the investor servicing timelines, and lays down the process for redressal of complaints and the escalation matrix.

This Policy document shall be hosted on the Bank's website at:

<https://www.indusind.com/in/en/investors/investor-landing/investor-resources.html#policies-and-codes>

III. Classification of Investor Communications

Communications received by the Bank in relation to Shares, Annual Reports, Dividends, etc. could be mere queries or requests from Investors.

In the interest of efficiency, multiple communications or reminders received for the same matter shall be treated as a single communication for the purpose of turnaround time for handling any query or complaint.

In case of any ambiguity, the Company Secretary and the Compliance Officer is authorised to decide on the nature and classification of a communication.

IV. Some of the key steps undertaken by the Bank for redressal of Investor Grievances are enumerated below:

- a. The RTA shall be entrusted with the primary responsibility of discharging investor service functions efficiently and effectively.
- b. The Bank has a designated e-mail id 'investor@indusind.com' for handling investor grievances on which investors can lodge complaints. This e-mail ID shall be mentioned on every communication by the Bank with Investors.

The designated email-id is also displayed on the website of the Bank at <https://www.indusind.com/in/en/personal.html>.

- c. The designated Executive of the Bank will initiate actions on e-mails received on the above e-mail ID.
- d. An investor can lodge a directly to the Bank by writing letter or by sending an email on aforementioned e-mail id or Bank's Registrar and Share Transfer Agent (RTA) - M/s Link Intime India Pvt. Ltd. at rnt.helpdesk@linkintime.co.in.

While lodging complaint, investor shall mention the following details - name of investor, address, demat account no., contact details and E-mail ID. The Bank uses the provided information to identify the investor and resolve the complaint.

The investors may also lodge complaint through "SEBI Complaints Redress System" (SCORES). SCORES is a web based centralized system to capture investor complaints against listed companies and registered intermediaries and is available 24x7. Investors can easily access, retrieve and preserve the complaints lodged by them in electronic mode at <https://scores.gov.in/scores/Welcome.html>.

- e. Full details of the complaint will be informed forthwith to the Compliance Officer and to the Bank's RTA.
- f. The Bank shall follow the practice of resolving investor complaints expeditiously, and shall ensure compliance with the prescribed time period for resolving the complaints.
- g. Status Reports of complaints received by RTA would be obtained from them on quarterly basis.
- h. The Bank shall engage services of a Firm of Practicing Company Secretaries for undertaking Reconciliation of Share Capital Audit at quarterly intervals.

The Practicing Company Secretary Firm will issue the Compliance Certificate about delivery of Share Certificates after registration of transfer within stipulated time frame from the date of lodging for transfer on yearly basis from March 2021, onwards, pursuant to Regulation 40(9) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

- i. The status of receipt, redressal and pendency of all complaints shall be placed category-wise before the Stakeholders Relations Committee in every meeting.
- j. The Bank shall also place the Statement of Investors' Complaints before the Board on quarterly basis in the format prescribed for submission as well as intimate to the Stock Exchanges in compliance with Regulation 13 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.
- k. All investor complaints / grievances received through "SEBI Complaints Redress System" (SCORES) portal would be checked regularly and replied expeditiously.

- l. In case unclaimed dividend of Shareholders is transferred to Investor Education and Protection Fund (IEPF), the shareholders will be guided with the procedure and the list of documents required to be submitted online to the IEPF Authority.
- m. Similarly, in case the underlying shares is transferred to IEPF, Shareholders will be guided about the procedure required to be followed, and the list of documents required to be submitted online to IEPF Authority.

As per the Rules, Shareholders are required to claim the dividend and shares by making an application to IEPF in web Form IEPF-5. The said Form is available on the website of the IEPF at: <http://iepf.gov.in/IEPF/corporates.html>. The shareholders are required to send the copy of said Form IEPF-5 along with other requisite documents (*as prescribed under the help-kit of Form IEPF-5*) to the Nodal Officer of the Bank, immediately upon generation of the SRN.

The Bank shall disclose in its Annual Report and publish in newspaper advertisements addressing to the shareholders to claim their unclaimed dividends and shares.

The details of Nodal Officer and Deputy Nodal Officers are furnished on the website of the Bank.

For IEPF-related matters, shareholders are requested to contact the concerned personnel on the number specified under the head 'Contact Details', as under.

V. Contact Details of RTA and the Bank:

For Shares related queries:

	Contact details	Address
RTA	<u>Name of the concerned person:</u> Mr. Mahesh Masurkar <u>Telephone No.:</u> (022) 4918 6280 / 4918 6000 <u>Email ID:</u> rnt.helpdesk@linkintime.co.in <u>Fax No.:</u> (022) 4918 6060	C-101, 247 Park, LBS Marg, Vikhroli – (West), Mumbai – 400 083.
Bank	<u>Name of the concerned person:</u> Mr. Raghunath Poojary <u>Telephone No.:</u> +91 22 6641 2487 <u>Email ID:</u> investor@indusind.com	Building No. 7, Ground Floor, Solitaire Corporate Park, 167, Guru Hargovindji Marg, Andheri (E), Mumbai 400 093.

For GDRs related queries:

Ms Bijeta Saha, The Bank of New York Mellon
 Email ID: Bijeta.Saha@bnymellon.com

For Bonds and Debentures related queries:

Mr. Praveen Dasari

Email ID: praveen.dasari@indusind.com

Name of Debenture Trustee	Types of Bond	Address	Website and Email ID
Catalyst Trusteeship Limited (formerly GDA Trusteeship Ltd.)	Infra-Structure Bonds INE095A08041 INE095A08058 AT1 Bonds -2019 INE095A08082 Tier 2 Bonds-2021 INE095A08090	GDA House, S. No. 94/95, Plot No. 85, Bhusari Colony (Right), Paud Road, Pune – 411038, Maharashtra, India.	www.catalysttrustee.com dt@ctltrustee.com
Beacon Trusteeship Limited	AT1 Bonds -2017 INE095A08066 INE095A08074	4C&D, Siddivinayak Chambers, Gandhi Nagar, Opp. MIG Club, Bandra (East), Mumbai – 400 051.	www.beacontrustee.co.in info@beacontrustee.co.in

Escalation to:

Company Secretary & Compliance Officer

IndusInd Bank Ltd.

Building No.7, Ground Floor, Solitaire Corporate Park,

167, Guru Hargovindji Marg,

Andheri (East), Mumbai – 400093.

E-mail: investor@indusind.com

VI. Internal Service Standards (ISS) relating to services provided by Registrar and Transfer Agent (RTA) to the shareholders of the Bank:

The ISS time-lines as approved by the Stakeholders' Relationship Committee of the Board of the Bank, given under Annexure A, will form part of the service agreement to be entered into between the Bank and the RTA, effective from April 1, 2022.

VII. KYC requirements for shareholders holding shares in physical mode

SEBI vide its Circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/655 dated November 3, 2021, mandated all listed companies to record the PAN, Address

with PIN Code, E-mail Address, Mobile Number, Bank Account Details, Specimen Signature and Nomination of shareholders holding shares in physical mode. The required forms have been uploaded in the Website of the Bank at:

<http://www.indusind.com/investor.html> i.e., Home > Investors > Investors Corner > Corporate Announcement / SEBI KYC Formats

VIII. Issuance of Securities in dematerialized form in case of Investor Service Requests.

Pursuant to the SEBI Gazette Notification no. SEBI/LAD-NRO/GN/2022/66 dated January 24, 2022 the listed companies have to issue the securities in dematerialized form while processing the following services (i) Issue of duplicate securities certificate; (ii) Claim from Unclaimed Suspense Account; (iii) Renewal / Exchange of securities certificate; (iv) Endorsement; (v) Sub-division / Splitting of securities Certificate; (vi) Consolidation of securities certificates / folios; (vii) Transmission; (viii) Transposition.

The securities holder/claimant are required to submit duly filled up Form ISR-4 (to be hosted on the website of the Bank and the RTA (Link Intime India Pvt. Ltd.) for the purpose of claiming the securities. For item nos. (iii) to (viii) in paragraph above, the RTA/ Bank shall obtain the original securities certificate(s) for processing of service requests.

The RTA/ Bank shall verify and process the service requests and thereafter issue a 'Letter of confirmation' in lieu of physical securities certificate(s), to the securities holder/claimant within 30 days of its receipt of such request after removing objections, if any.

The 'Letter of Confirmation' issued shall be valid for a period of 120 days from the date of its issuance, within which the securities holder/claimant shall make a request to the Depository Participant for dematerializing the said securities.

The RTA / Bank shall issue a reminder after the end of 45 days and 90 days from the date of issuance of Letter of Confirmation, informing the securities holder/claimant to submit the demat request as above, in case no such request has been received by the RTA / Issuer Company.

In case the securities holder/claimant fails to submit the demat request within the aforesaid period, RTA/ Bank shall credit the securities to the Suspense Escrow Demat Account of the Company.

Securities which have been moved to Suspense Escrow Demat Account may be claimed by the security holder/claimant on submission of following documents to RTA:

(i) Duly filled in and signed form ISR-4

(ii) Client Master List (CML) of the demat account for crediting the securities to the security holders/claimants accounts provided the details in the CML should match with the details with RTA/Bank.

X. REVIEW OF POLICY

The Investors' Grievances Redressal Policy shall be reviewed annually or in case of change in regulations, whichever is earlier.

The Investors' Grievances Redressal Policy was last approved by the Board of Directors at their meetings held on March 22, 2022.

The revised Investors' Grievances Redressal Policy was reviewed by the Stakeholders' Relations Committee at its the meeting held on March 17, 2023, and recommended for the approval of the Board.

The Board of Directors at its meeting held on March 29, 2023, reviewed and approved the Policy, as recommended by the Stakeholders' Relations Committee

The Policy shall accordingly be due for review in March 2024.

Annexure A

Nature of Service	Time-line	
	Permitted as per the Regulations	IBL effective 01.04.2022
Registration / Cancellation of Nomination	30 days	21 days
Credit of unpaid dividend directly through electronic means	30 days	21 days
Split / Consolidation of share certificate(s)	15 days	15 days
Dematerialisation of share(s)	21 days	21 days
Transmission of share(s)	21 days	21 days
Consolidation of folio(s)	15 days	15 days
Change / Deletion / Transposition of Name(s)	15 days	15 days
Release of unclaimed share(s)	30 days	21 days
Re-materialisation of share(s)	30 days	21 days
Issue of duplicate share certificate(s)	30 days	30 days