

## **IndusInd Bank Ltd.**

### **Investor Grievance Redressal Policy**

At IndusInd Bank ('the Bank'), we strive to provide excellent service to our investors. We provide easy access to information regarding our services and ensure timely disclosures of financial as well as non-financial material information.

Grievances are resolved in a timely, efficient and fair manner, and processes are promptly initiated to prevent recurrence.

#### **Purpose and Objective**

- a. This Policy is formulated to ensure efficient services to our investors and effectively address their grievances in a timely manner.
- b. This Policy shall be called as 'Investor Grievance Redressal Policy' ('IGR Policy')
- c. The Bank's equity shares are listed on BSE Limited and National Stock Exchange of India Limited. The Bank's Global Depository Receipts (GDRs) are listed on the Luxembourg Stock Exchange.
- d. Pursuant to various statutes and by virtue of their shareholding in the Bank, shareholders enjoy several rights, which, inter-alia, include the right to:
  - (i) Transfer ownership of the Shares;
  - (ii) Receive Dividend on the Shares, if declared by the Bank;
  - (iii) Receive Annual Reports and Notices of General Meetings; andsuch other rights available under law.
- e. The Bank has appointed Link Intime India Pvt. Ltd. as its Registrar & Share Transfer Agents ('RTA') to ensure faster and efficient service to the investors.

## **Principles of the Policy**

IGR Policy is based on the following principles:

- All Shareholders of the same series of a class shall be treated equally.
- Complaints raised by Investors be dealt with promptly and with courtesy.
- Investors shall be fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Bank to their complaints.
- The Bank shall resolve all complaints efficiently and fairly within the regulatory framework.

This Policy document is available on Bank's website.

## **Classification of Shareholder Communication**

The Bank receives communications relating to Shares, Annual Reports, Dividends, etc. These communications may either be complaints or mere queries / requests by the Shareholders.

In the interest of efficiency, multiple communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling the query or complaint shall be treated as a single complaint.

In case of any ambiguity, the Company Secretary is authorised to decide on the nature and classification of the communication, and the decision of the Company Secretary shall be final and binding.

**Some of the key steps undertaken by the Bank for handling Investor Grievances are enumerated below:**

1. The RTA is primarily responsible for discharging investor service functions efficiently and effectively.
2. The Bank has a designated email id '[investor@indusind.com](mailto:investor@indusind.com)' for handling investor grievances on which investors can make complaints. This e-mail ID is mentioned on every communication by the Bank with Shareholders, and is also hosted on the website of the Bank.
3. The designated Executive of the Bank takes necessary steps or action on email(s) received on the abovementioned email id.
4. In addition to the above, an investor may make a written complaint through letter on the given address or send the documents through fax to the Bank or directly to RTA.
5. Full details of the complaint are informed forthwith to the Compliance Officer and to the RTA
6. An acknowledgement is sent on receipt of complaint, and information / documents are requested for, if any, are required.
7. The Bank follows the practice of resolving investor complaints at the earliest and in any case within 15 days of receipt of the same.
8. Status Reports are obtained periodically from the RTA in respect of complaints received by them.
9. The Bank engages services of a Practicing Company Secretary for undertaking Reconciliation of Share Capital Audit at quarterly intervals. The Practicing Company Secretary issues a Compliance Certificate about delivery of Share Certificates after registration of transfer within fifteen days of the date of lodgment of transfer, on half-yearly basis pursuant to Regulation 40(9) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

10. The status of receipt, redressal and pendency of all complaints is placed before the Stakeholders Relations Committee at half-yearly intervals.
11. The Bank places the Statement of Investors' Complaints before the Board on quarterly basis, and files the Report with Stock Exchanges in compliance with Regulation 13 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.
12. All investor complaints / grievances received through SEBI by online "SEBI Complaints Redress System" (SCORES) are checked regularly and resolved and replied expeditiously.
13. In case unclaimed dividend of Shareholders has been transferred to Investor Education and Protection Fund (IEPF), the Shareholders are guided with the procedure and are provided with the list of documents required to be submitted online to IEPF Authority.

Similarly, in case underlying shares have been transferred to IEPF, then the Shareholder is guided with the procedure and is provided with the list of documents required to be submitted online to IEPF Authority.

The link for claiming either dividend or underlying shares from IEPF Authority is provided on website of the Bank.

For IEPF-related matters, Shareholders are requested to contact on the telephone number specified under the head 'Contact Details' below.

**Contact Details:**

	<b>Contact details</b>	<b>Address</b>
RTA	<u>Name of the concerned person:</u> Mr. Mahesh Masurkar <u>Telephone No.:</u> (022) 4918 6280 / 4918 6000 <u>Email ID:</u> <a href="mailto:rnt.helpdesk@linkintime.co.in">rnt.helpdesk@linkintime.co.in</a> <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> <a href="mailto:investor@indusind.com">investor@indusind.com</a>  <b><u>IEPF Related queries:</u></b> Alok Desai E-mail: <a href="mailto:alok.desai@indusind.com">alok.desai@indusind.com</a>	731, Solitaire Corporate Park, 167, Guru Hargovindji Marg, Andheri (E), Mumbai 400 093

Escalation to:

**Company Secretary**

Mr. Haresh K. Gajwani

IndusInd Bank Ltd.

701, Solitaire Corporate Park

167, Guru Hargovindji Marg

Andheri (East), Mumbai – 400093

Email: [haresh.gajwani@indusind.com](mailto:haresh.gajwani@indusind.com)

This Policy has been vetted by the Stakeholders Relations Committee of the Board at its Meeting held on September 28, 2018 and approved the Board of Directors at its Meeting held on October 15, 2018.