

14<sup>th</sup> April, 2016

The General Manager-Department of  
Corporate Services,  
BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai - 400 001.

**Scrip Code : 532720**

The Manager-Listing Department,  
National Stock Exchange of India  
Limited,  
"Exchange Plaza", 5th Floor,  
Plot No.C/1, G Block,  
Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051.

**Scrip Code : M&MFIN**

Dear Sir,

**Subject: Statement of Investor Complaints for quarter the ended 31<sup>st</sup> March, 2016**

Pursuant to Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find below the Statement of Investor Complaints of Mahindra & Mahindra Financial Services Limited for the quarter ended 31<sup>st</sup> March 2016 :

| Particulars  | No. of Complaints |
|--|-------------------|
| No. of complaints pending as on 1 <sup>st</sup> January, 2016  | 0                 |
| No. of complaints received during the quarter (from 1 <sup>st</sup> January, 2016 to 31 <sup>st</sup> March, 2016) | 2                 |
| No. of complaints resolved during the quarter (from 1 <sup>st</sup> January, 2016 to 31 <sup>st</sup> March, 2016) | 2                 |
| No. of complaints remaining unresolved as on 31 <sup>st</sup> March, 2016  | 0                 |

Kindly take the above on record.

Thanking you,

Yours faithfully,

**For Mahindra & Mahindra Financial Services Limited**

*Arnavaz*

**Arnavaz M. Pardiwalla**  
**Company Secretary & Compliance Officer**



Ref: KCPL/RIS/MMFSL/IGC/QTR-4

Date: 13<sup>th</sup> April, 2016

To

**THE COMPANY SECRETARY  
MAHINDRA & MAHINDRA FINANCIAL SERVICES LIMITED  
4<sup>TH</sup> FLOOR, "A" WING, MAHINDRA TOWERS  
DR. G.M. BHOSALE MARG, P K KURNE CHOWK  
WORLI  
MUMBAI – 400 018**


Subject: Statement of Investor Complaints for quarter ended 31<sup>st</sup> March, 2016

Pursuant to Regulation 13(3) of the SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015, please find below the statement of Investor Complaints of Mahindra & Mahindra Financial Services Limited for the quarter ended 31<sup>st</sup> March, 2016:

| Particulars  | No. of Complaints |
|--|-------------------|
| No. of complaints pending as on 1 <sup>st</sup> January, 2016  | 0                 |
| No. of complaints received during the quarter (from 1 <sup>st</sup> January, 2016 to 31 <sup>st</sup> March, 2016) | 2                 |
| No. of complaints resolved during the quarter (from 1 <sup>st</sup> January, 2016 to 31 <sup>st</sup> March, 2016) | 2                 |
| No. of complaints remaining unresolved as on 31 <sup>st</sup> March, 2016  | 0                 |

Thanking you,

Yours faithfully,  
for Karvy Computershare Private Ltd.

  
Srikrishna P  
Manager

**Karvy Computershare Private Limited**

Corporate office: "Karvy Selenium Tower B", Plot No. 31 & 32, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500 032. Telangana, INDIA. T: +91-40-67162222, 33211000, F: +91-40-23420814, e-mail: support@karvy.com

Registered Office: Karvy House, 46, Avenue 4, Street No.1, Banjara Hills, Hyderabad - 500 034.  
T: +91-40-2331-2454/2332-0751/752/251 | F: +91-40-2331-1968 | www.karvy.com | www.karvycomputershare.com | CIN: U74140TG2003PTC041636

Australia | Bahrain | Canada | Channel Islands | Germany | Hong Kong | Ireland | New Zealand | Philippines | South Africa | United Kingdom | USA

**Mahindra & Mahindra Financial Services Limited**
**Investor Grievance Certificate for the period from 01.01.2016 to 31.03.2016**

| Nature Of Complaint                         | No. of complaints pending as on 1 <sup>st</sup> January,2016 | No. of Complaints Received during the Quarter | No. of Complaints replied During the Quarter | No. of Complaints not resolved as on 31 <sup>st</sup> March,2016 |
|---|--|---|--|--|
|   | (1)  | (2)   | (3)  | (4)  |
| Non receipt of Dividend                     | 0  | 1   | 1  | 0  |
| Non receipt of securities/Electronic Credit | 0  | 0   | 0  | 0  |
| Status of Application                       | 0  | 1   | 1  | 0  |
| Non Receipt of refund                       | 0  | 0   | 0  | 0  |
| Non Receipt of Annual report                | 0  | 0   | 0  | 0  |
| SEBI/STOCK EXCHANGE                         | 0  | 0   | 0  | 0  |
| Other Complaints                            | 0  | 0   | 0  | 0  |
| <b>Total</b>                                | <b>0</b>   | <b>2</b>                                      | <b>2</b>                                     | <b>0</b>   |


**Karvy Computershare Private Limited**

Corporate office: "Karvy Selenium Tower B", Plot No. 31 &amp; 32, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500 032. Telangana, INDIA. T: +91-40-67162222, 33211000, F: +91-40-23420814, e-mail: support@karvy.com

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