

**MAHINDRA & MAHINDRA FINANCIAL SERVICES LIMITED**

**ONLINE PROCESSING OF INVESTOR SERVICE REQUESTS & COMPLAINTS BY RTA**

Dear Investor,

Pursuant to SEBI circular no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/72 dated 8<sup>th</sup> June 2023 our Registrar & Transfer Agent ('RTA'), KFin Technologies Limited has digitized the process for investors to lodge service requests and complaints online and thereafter track the status and obtain periodical updates by way of an online Portal.

The portal can be accessed by following the path:  
<https://ris.kfintech.com/> > Investor Services > Investor Support

The online system provides an option for investors to directly apply for login credentials in the portal after appropriate authentication/validation mechanism including One Time Passwords (OTPs) on mobile.

Upon successful registration on the portal, investor would be able to view his/her holdings, lodge service requests/ complaints for the respective companies and track the status of service requests/complaints so lodged.

The service request/ complaint can be submitted either through upload of duly filled in relevant standard forms prescribed by SEBI or through fillable relevant standard forms provided in the portal.

On uploading of the documents required for processing of investor's service requests/ complaints on the portal, a URN shall be generated and displayed on the portal. The same shall also be sent to the investor by way of email and SMS to the email id and mobile number respectively registered with RTA.

By using the URN along with appropriate authentication/validation, the investor can also track the status of his/her service request/ complaint on website/portal of the RTA.

At every stage of processing the service requests/ complaints, investor shall receive an alert about the status through SMS and / or email till the matter is concluded.

For further queries in this regard, you may reach out to KFin at:

KFin Technologies Limited

**Unit: Mahindra & Mahindra Financial Services Limited (for equity holders)**

**Mahindra & Mahindra Financial Services Limited – NCDs (for debenture holders)**

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