



Dear Investors,

**Re: Introduction of Portal for Online Resolution of Disputes**

SEBI, vide Circulars dated 31<sup>st</sup> July, 2023 and 4<sup>th</sup> August, 2023, has established a common Online Dispute Resolution Portal (“ODR Portal”) for online conciliation and arbitration for resolution of disputes arising in the Indian Securities Market. The Circulars can be accessed on the website of SEBI under the web-link - [https://www.sebi.gov.in/legal/circulars/jul-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_74794.html](https://www.sebi.gov.in/legal/circulars/jul-2023/online-resolution-of-disputes-in-the-indian-securities-market_74794.html)

Pursuant to the introduction of the ODR Portal, the procedure to be followed by investors for lodging their complaints / grievances shall be as follows:

Step 1	Complaint / grievance to be lodged directly with the Company ( <a href="mailto:investorservices@sundaramfinance.in">investorservices@sundaramfinance.in</a> ) or Registrar and Transfer Agent, Cameo Corporate Services Limited ( <a href="mailto:investor@cameo.in">investor@cameo.in</a> ).
Step 2	If the complaint / grievance lodged as per Step 1 is not redressed satisfactorily, the investor may escalate the same through the SEBI SCORES Portal, in accordance with the guidelines and processes laid out therein ( <a href="https://scores.gov.in/">https://scores.gov.in/</a> ).
Step 3	If the investor is still not satisfied with the redressal of the complaint / grievance as per Step 2, then the investor can initiate dispute resolution through the ODR Portal.

The Web-link to the ODR Portal is - <https://smartodr.in/login>.

Please note - the dispute resolution through the ODR Portal can be initiated only when the complaint/dispute is not under consideration under Step 1 or Step 2 or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

P.N. Srikant  
CCO & Company Secretary



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