

Escalation Matrix for Investor Grievances

Accelya Solutions India Limited (“ASIL”) is committed to providing effective and prompt service to its investors. ASIL has in place, a designated e-mail address i.e. Accelyaindia.investors@accelya.com for assistance and / or grievance redressal and is closely monitored by the Company Secretary of ASIL.

The escalation matrix for complaints relating to the investors of ASIL is as provided below:

Level 1

1. KFin

KFin Technologies Private Limited (formerly known as Karvy Fintech Private Limited)
Unit: Accelya Solutions India Limited
Tower B, Plot No. 31-32, Gachibowli,
Financial District, Nanakramguda,
Hyderabad,
Telangana – 500 032
Tel. No.: +91 40 6716 2222
Fax No. : +91 40 2342 0814
Email : inward.ris@kfintech.com
Website : www.kfintech.com
Toll Free No. : 1800 3094 001

OR

2. Executive of the Company at:

Ms. Snehal Nigudkar
5th & 6th Floor, Building No.4, Raheja Woods,
River Side 5A, West Avenue,
Kalyani Nagar, Pune 411 006
Tel. No. 020-66083777
Email: snehal.nigudkar@accelya.com

Level 2

In the event, the grievance(s) are not resolved within 7 working days of its submission along with all requisite documents/information or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the next level of hierarchy.

Mr. Ninad Umranikar
Company Secretary
5th & 6th Floor, Building No.4, Raheja Woods,
River Side 5A, West Avenue,
Kalyani Nagar, Pune 411 006
Tel. No. 020-66083777
Email: ninad.umranikar@accelya.com

Level 3

In case of non-redressal of the complaint to the investor's satisfaction within a reasonable time frame, the investor may approach the Chief Financial Officer

Mr. Uttamkumar Bhati
801, Tower-A, Embassy 247 Park,
LBS Marg, Vikhroli (W),
Mumbai – 400 083, India
Tel. No. [+91 22 6856 8888](tel:+912268568888)
Email: accelyaindia.investors@accelya.com

Level 4

In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through "SCORES", the centralized online system for lodging and tracking complaints. SCORES facility can be accessed through the weblink <http://scores.gov.in>

Filing complaints on SCORES - Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
 - i. Name
 - ii. PAN
 - iii. Address
 - iv. Mobile Number
 - v. E-mail ID
- c. Benefits:
 - i. Effective communication
 - ii. Speedy redressal of the grievances

Level 5

The complainant can initiate dispute resolution through the Online Dispute Resolution Portal ("ODR Portal") in case the outcome of the grievance lodged with the above - mentioned level of escalations (i.e. Level 1 to Level 4) is not satisfactory. Further, the complainant is required to ensure that the grievance lodged through ODR portal is not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law. ODR portal can be accessed through the weblink <https://smartodr.in/login>