CARE ESG RATINGS LIMITED
ESG RATING PROVIDER - GRIEVANCE REDRESSAL MECHANISM

Dear Investors/Concerned,

In case of any grievance/complaint against CARE ESG Ratings Limited, please contact the Compliance Officer at:

Ms. Foram Modi
Compliance Officer
CARE ESG Ratings Limited
Office Address: A Wing - 1102 / 1103,
Kanakia Wall Street, Andheri Kurla Road,
Chakala, Andheri (East), Mumbai - 400093
Email id: **Foram.Modi@careedge.in**
Phone No.: Board line: +91 22 6837 4400 / +91 22 6754 3456

In case you are not satisfied with the resolution provided by the Compliance Officer, you may escalate it to the Chief Executive Officer of CARE ESG Ratings Limited at:

Name: **Saikat Roy**
Email-id: **Saikat.Roy@careedge.in**
Phone No.: Board line: +91 22 6837 4400 / +91 22 6754 3456

If still not satisfied with the response, you can lodge your grievances with SEBI at https://scores.sebi.gov.in/scores-home (details provided herein below) or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

SEBI COMPLAINTS REDRESS SYSTEM (SCORES)
Filing complaints on SCORES - Easy & quick

a. Register on SCORES portal at https://scores.sebi.gov.in/scores-home Mandatory details for filing complaints on SCORES:
i. Name, PAN, Address, Mobile Number, E-mail ID

b. Benefits:
i. Effective communication
ii. Speedy redressal of the grievances

DISPUTE RESOLUTION MECHANISM

SEBI Master Circular dated July 31, 2023, on Online Dispute Resolution ("SEBI Master Circular"), provides for online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

A copy of the said SEBI circular https://www.careedgeesg.com/uploads/regulatory-disclosures/SEBI_MASTER_CIRCULAR_FOR_ONLINE_DISPUTE_RESOLUTION-1.pdf

In case you are not satisfied with the resolution / response provided by the Company under the various channels listed above,

you may use the facility available at **- https://smartodr.in/login (ODR Portal)** for the resolution of a dispute arising between you and the Company in accordance with the SEBI Master Circular, **unless** the investor/client has opted for dispute resolution through an independent institutional mediation, independent institutional conciliation and / or independent arbitration institution in India under its agreement with CARE ESG Ratings Ltd.

For any queries:
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Email id: **Foram.Modi@careedge.in**
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