

ONLINE PROCESSING OF INVESTOR SERVICE REQUESTS & COMPLAINTS BY RTA

Dear Investors,

Pursuant to SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/37 dated May 7, 2024, the Registrar & Transfer Agent ('RTA') of Company i.e., **Computech Sharecap Limited** has implemented the online investor service portal. RTA has digitized the process for investors to lodge service requests and complaints, as applicable, online and thereafter track the status and obtain periodical updates.

The said portal can be accessed by following the path: <http://www.computechsharecap.com/query-redressal/>

The online portal enables investors to:

- Submit service requests such as KYC updates, PAN Corrections, nominee changes, updation of bank details, processing of investor requests and various other investor services request, directly on the platform.
- Track the status of your service requests in real-time
- Receive timely notifications via email about the progress of your request.

The key features if this system includes:

- The online system provides an option for investors to directly raise service requests on the portal after appropriate authentication/validation mechanism including One Time Passwords (OTPs) on email.
- Upon successful registration on the portal, investor would be able to lodge service requests/ complaints for Godrej Industries Limited by selecting the same from the drop down list 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 on the portal.
- On uploading of the documents required for processing of investor's service requests/ complaints on the portal, a URN shall be generated. The same shall also be sent to the investor by way of email on the email id mentioned while generation of the URN.
- 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, investors shall receive an alert about the status through email till the matter is concluded.

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

M/s Computech Sharecap Limited

147, Mahatma Gandhi Road, Fort, Mumbai – 400001, Maharashtra.

Tel: 022-22635000 – 01 Email: helpdesk@computechsharecap.in