INVESTOR HELPDESK

A. Contact details for Shareholder's, Debenture holders' and other investors

Company Secretary & Compliance officer **Mr. Krishna Kant Chaturvedi** **Registered Office address:** **Suryoday Small Finance Bank Limited (the "Bank")** Unit No. 1101, Sharda Terraces, Plot. 65, Sector - 11, CBD Belapur, Navi Mumbai: 400614, Maharashtra **Corporate Office address:** 7th Floor, Seawoods Grand Central, Tower No. 1, Plot No. R-1, Sector 40, Seawoods, Navi Mumbai – 400 706 Contact No.: (022) 4094 1556 / 7420062129 Email Ids: company.secretary@suryodaybank.com; shr.relations@suryodaybank.com	**Registrars and Transfer Agents for Equity Shares and Debentures:** **KFIN Technologies Limited** Unit: Suryoday Small Finance Bank Limited **Registered Office address:** 301, The Centrium, 3rd Floor, 57, Lal Bahadur Shastri Road, Nav Pada, Kurla (West), Mumbai - 400070, Maharashtra **Operations Centre:** Selenium Building, Tower-B, Plot No 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddy, Telangana - 500 032 Phone No: 040-6716 2222; 022 4617 0911; Fax No.: 040 -23001153 Toll Free No. 1- 800-309-4001 Website: https://www.kfintech.com/ Email: einward.ris@kfintech.com
Designating Nodal Officer ***(for dealing with unclaimed interest/dividend/redemption amount on Non-convertible Securities)*** **Name: Mr. Krishna Kant Chaturvedi** Designation: Company Secretary & Compliance Officer **Registered Office address :** Unit No. 1101, Sharda Terraces, Plot. 65, Sector 11, CBD Belapur, Navi Mumbai: 400614, Maharashtra **Corporate Office address:** 7th Floor, Seawoods Grand Central, Tower No. 1, Plot No. R-1, Sector 40, Seawoods, Navi Mumbai – 400 706 Email ID: company.secretary@suryodaybank.com Phone number: (022) 4094 1556 / 7420062129	**Investor Relations (For Institutional Investors):** Email: inv.relations@suryodaybank.com **Name and addresses of Debenture Trustee Beacon Trusteeship Limited** Address: 5W, 5th Floor, The Metropolitan Building, E Block, Bandra Kurla Complex (BKC), Bandra (East), Mumbai 400 051 Tel: 022-4606 0278 | Toll-Free No. 9555449955 Website: https://www.beacontrustee.co.in/

B. Process for raising complaint/request through Investor Grievance Redressal Mechanism:

I. Through Registrar and Share Transfer Agent and Company Secretary & Compliance Officer

- Equity shareholders are requested to route their service requests/grievances firstly to the Bank's RTA as per contact details provided above and/or at Email: einward.ris@kfintech.com
- In case, the grievance of the investors is not resolved by the RTA within timelines after delivery of all the requisite documents and information or where the investor is not satisfied with the resolution provided by the RTA, he/she/they can refer the grievance(s) to the Bank by writing the same to the Company Secretary & Compliance Officer at company.secretary@suryodaybank.com and/ inv.relations@suryodaybank.com and/ shr.relations@suryodaybank.com.
- Non-convertible debt securities holders may reach out to the Debenture Trustee as per details provided above or the Company Secretary & Compliance Officer for resolution of their grievance(s) such as non-receipt of interest or principle payment, deduction of TDS related queries, etc.

II. Through SEBI Complaints Redressal System

- Alternatively, in case the investors are not satisfied with the resolution process as mentioned above, they may lodge complaint through "**SEBI Complaints Redressal System**" (**SCORES**). Investors can easily access, retrieve and preserve the complaints lodged by them in electronic mode at https://scores.sebi.gov.in/ . The FAQs on the process to be followed for registration/lodging complaints/disputes, is available at https://scores.sebi.gov.in/faqs**.**

III. Online Dispute Resolution Portal (ODR)

- Investor can opt for SMART ODR mechanism if he/she/they are not satisfied with the resolution provided on SCORES platform at https://smartodr.in/login for filing disputes pertaining to Bank's securities. In case of any issue, please visit help centre at https://help.smartodr.in/