

## ONLINE DISPUTE RESOLUTION MECHANISM

Dear Shareholder(s),

We would like to bring to your kind attention that Securities and Exchange Board of India (“SEBI”) has pursuant to circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135 dated August 4, 2023, and further a master circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated August 11, 2023 (“**Master Circular**”) introduced a common Online Dispute Resolution (“**ODR**”) Portal to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation.

Shareholder(s) are advised to follow the below mentioned process for resolution of their grievances / complaints / disputes:

### **Level 1 – Lodging of grievances/ complaints/ disputes directly with the Company or its Registrar and share transfer agent (“RTA”) -**

Shareholder(s) may raise any grievance/ complaint/ dispute against the Company directly with the Company or its RTA, in the following manner –

<b>Company</b>	<b>RTA</b>
Company Secretary, Home First Finance Company India Limited, 511, Acme Plaza, Andheri Kurla Road, Andheri East, Mumbai- 400059 Phone number: +91-22-66940386 Email ID: <a href="mailto:corporate@homefirstindia.com">corporate@homefirstindia.com</a> Website: <a href="http://www.homefirstindia.com">www.homefirstindia.com</a>	Manager - Corporate Registry, KFin Technologies Limited, Selenium, Tower- B, Plot No 31-32, Gachibowli, Financial district, Nanakramguda, Hyderabad – 500032. Phone number: +91-40-67162222 Email id: <a href="mailto:inward.ris@kfintech.com">inward.ris@kfintech.com</a> Website: <a href="http://www.kfintech.com">www.kfintech.com</a>

### **Level 2 – SEBI SCORES Platform -**

Grievances / complaints / disputes which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company or RTA, then a complaint/ grievance/ dispute may be raised on SEBI Complaints Redress System (“**SCORES**”) which can be accessed at [www.scores.gov.in](http://www.scores.gov.in).

### **Level 3 – ODR Portal -**

In case the shareholder(s) is not satisfied with the resolution provided at Level 1 or Level 2, then the online dispute resolution process may be initiated through the ODR Portal within the applicable timeframe as prescribed under law. The link to the ODR Portal is <https://smartodr.in/login> and the same can also be accessed through our website under listing tab of investor relations.

### **Important Notes:**

- This is to clarify that the shareholder(s) may directly initiate dispute resolution through the ODR portal without having to go through SCORES portal, if the grievance lodged with the Company is not resolved satisfactorily.

- b) It may be noted that the dispute resolution through the ODR portal can only be initiated if such complaint / dispute is not pending under Level 1 or Level 2 or before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law.
- c) There is no fee for registration of complaints / disputes on the ODR portal. However, the process of conciliation / arbitration through ODR portal may attract a fee and the same shall be borne by the concerned shareholder / listed entity / its RTA (as the case may be).

The [Master Circular for Online Dispute Resolution](#) issued by SEBI has been uploaded on the website of the Company and can be accessed at website of the Company.

This is for your information.

For Home First Finance Company India Limited

Sd/-

Shreyans Bachhawat

Company Secretary & Compliance Officer

ACS No: 26700