



CIN: U74101UP2011PLC047839

INVESTOR GRIEVANCE REDRESSAL POLICY

1. PREAMBLE:

This Investor Grievance Redressal Policy ("Policy") has been framed to establish a structured mechanism for the timely receipt, review, and resolution of complaints and grievances received from shareholders, investors, and other security holders in accordance with the applicable provisions of the Companies Act, 2013, the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the SEBI (Registrars to an Issue and Share Transfer Agents) Regulations, 1993, the SEBI (Depositories and Participants) Regulations, 2018, and other applicable laws, as amended from time to time.

2. OBJECTIVE:

The objective of the Policy is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations. The Policy thus recognises the investors' right to always have a contact address available to enable them to query or record a grievance. This also enables the Company use investors' views as a feedback mechanism.

3. APPLICABILITY:

This Policy shall apply to all shareholders, investors, security holders, and persons holding securities of the Company.

4. GRIEVANCE REDRESSAL MECHANISM:

The various channels available to Investors for registering the complaints are as follows:

- 1) SEBI Complaints Redress System (SCORES)- SEBI maintains SCORES which is a web based centralized grievance redressal system of SEBI. Investors can lodge their grievances / complaints through the SCORES link available on the SEBI website (<https://scores.gov.in>). SCORES enables investors to lodge and follow up their complaints and track the status of redressal of such complaints online from the above website from anywhere.
- 2) Investors may lodge their complaints or grievances by sending an email or written communication to the Company's Registrar and Share Transfer Agent ("RTA"). Alternatively, investors may directly address their grievances to the Company Secretary and Compliance Officer of the Company at the designated email address or registered office of the Company as per the details given below. The Company shall acknowledge and take necessary steps to resolve the grievance promptly.

Contact Investor Grievances:
Company Secretary: CS Ankita Gupta
Tel No: +91 75710 05076

Registrar and Share Transfer Agents: KFin Technologies Limited
Tel.: 1800 309 4001

- 3) Upon receipt of a complaint, the grievance shall be examined and forwarded to the concerned department or the Registrar and Share Transfer Agent, wherever applicable.
- 4) Every effort shall be made to resolve investor grievances promptly and within the timelines prescribed under applicable laws and SEBI regulations.
- 5) Where additional documents or information are required from the investor, the same shall be communicated without undue delay.
- 6) The Company shall maintain appropriate records of all investor complaints received, action taken, and their status.

5. STAKEHOLDERS' RELATIONSHIP COMMITTEE

The Committee shall:

- Review status of investor complaints periodically.
- Ensure effective redressal mechanisms are in place.
- Take necessary steps to improve investor services.

6. REVIEW OF THE POLICY:

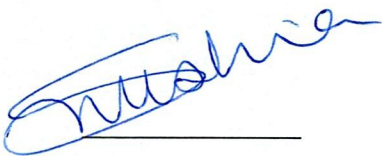
This Policy shall be reviewed by the Board of Directors from time to time and may be amended as may be considered necessary to comply with the applicable provisions of law or to improve the investor grievance redressal mechanism.

7. DISCLOSURE:

This Policy shall be hosted on the Company's website, if applicable, and shall be made available for inspection in accordance with applicable laws and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

On and behalf of the Board of Directors

For Abacus Lifestyle Brands Limited



Sunit Kumar Mishra

Managing Director

DIN: 05124540