



KEMP & COMPANY LTD.

DGP House, 88-C, Old Prabhadevi Road, Mumbai - 400 025, India. • E-mail : kemp-investor-help@vipbags.com
Phone : +91 22 6653 9000 • Fax : +91 22 6653 9089 • CIN : L24239MH1982PLC000047 • Web : www.kempnco.com

Ref: Folio / DP Id & Client Id No:

Dear Shareholder,

Sub: Kemp & Company Limited - Awareness about Online Resolution of Disputes in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal

The Securities and Exchange Board of India ("SEBI") vide Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated 31st July, 2023, Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated 4th August, 2023 and Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated 11th August 2023, introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate the online resolution of all kinds of disputes arising in the Indian securities market.

The mechanism to raise a complaint / dispute under the investor grievance redressal mechanism (including through the ODR web portal) is as below:

Level 1 - Raising of complaint / grievance by investors with the listed entity/ its Registrar and Transfer Agent:

Initially, all complaints / grievances against the Company are required to be directly lodged with the Company / Link Intime India Private Limited, its Registrar and Transfer Agent ("RTA").

Shareholders of the Company may lodge a complaint / grievance by sending all the relevant documents through e-mail to legal-sec@kempnco.com or rnt.helpdesk@linkintime.co.in or by sending physical documents to the Company or RTA as follows:

A. To the Company

The Company Secretary,
Kemp & Company Limited
5th Floor, DGP House, 88C, Old Prabhadevi Road, Mumbai – 400025

B. To the RTA

Link Intime India Private Limited (Unit: Kemp & Company Limited)
C-101, 247 Park, LBS Marg,
Vikhroli West, Mumbai - 400 083.



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Level 2 - SEBI SCORES PORTAL:

Complaints / grievances remaining unresolved at Level 1 may be raised through SEBI Complaints Redress System ("SCORES") which can be accessed at <https://scores.gov.in/scores/Welcome.html>. FAQs on the process to be followed for registration / lodging complaints / disputes, are available at the weblink https://www.sebi.gov.in/sebi_data/faqfiles/nov-2021/1637573600882.pdf

Level 3 - ODR Platform:

After exhausting options at Level 1 and Level 2, if the investor is still not satisfied, he / she can initiate online dispute resolution through the ODR portal, within the timeframe available under law. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer to the SEBI Circular which can be accessed on the website of SEBI at <https://www.sebi.gov.in>.

It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal, consumer forum or if the same is non-arbitrable under Indian law.

There is no fee for registration of complaints / disputes on the ODR Portal. However, the process of conciliation / arbitration through the ODR portal may attract a fee and the same shall be borne by the concerned investor/ Company / RTA (as the case may be).

This is for your kind information. Assuring you of our best services.

For **Kemp & Company Limited**

Sd/-

Karan Gudhka

Company Secretary