

### **Online Resolution Disputes (ODR)**

SEBI vide its master circular dated August 11, 2023 has provided an online dispute redressal forum/portal for redressing the unresolved queries of the shareholder(s). The said circular on the same can be accessed by [clicking here](#)

In this connection, the shareholder(s) are requested to send their grievance(s) directly to the Company's Registrar & Share Transfer Agent viz. KFin Technologies Limited (RTA) at [inward.ris@kfintech.com](mailto:inward.ris@kfintech.com) and if the grievance is not redressed satisfactorily by RTA, the shareholders are requested to address the same to the company directly at [investor.service@hdfclife.com](mailto:investor.service@hdfclife.com) for redressal.

If the grievance still persist, escalation can be made through the SCORES Portal at <https://scores.sebi.gov.in> in accordance with the SCORES guidelines and the process laid out therein.

Further, if the shareholder(s) are still not satisfied with the outcome, then they can initiate the dispute resolution through the ODR Portal at <https://smartodr.in/login>