

## **Grievance Management**

Shareholders grievances are resolved by the Company through its Registrar and Share Transfer Agent viz. KFin Technologies Limited (“KFinTech”).

### Grievance Handling Mechanism

We have appointed KFinTech to discharge investor service functions on behalf of the Company. KFinTech, an ISO 9001 Certified Registrar and Share Transfer Agent, is the largest registrar in India with a vast number of Investor Service Centres across the country. It is entrusted with handling all share related matters including transmission, transposition, nomination, change of name / address / signature, registration of mandate / Power of Attorney, replacement / split / consolidation of share certificate / demat / remat of shares, issue of duplicate certificates / Letter of Confirmation(s), etc.

The Company has a designated Email-ID: [investors@lotuschocolate.com](mailto:investors@lotuschocolate.com) for shareholders to enable them to raise their grievances.

[SEBI Circular on Online Dispute Redressal - Master Circular dated July 31, 2023 \(Updated as on December 20, 2023\)](#)

[SEBI Circular dated September 20, 2023 - Redressal of investor grievances through the SEBI Complaint Redressal \(SCORES\) Platform and linking it to Online Dispute Resolution platform](#)

[Link to SMART ODR](#)