

Dear Shareholder,

SEBI has vide its Circular SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/76 dated May 30, 2022, issued a Standard Operating Procedure (SOP) for dispute resolution under Stock Exchanges Arbitration Mechanism, for dispute redressal between the Listed Company / Registrar and Share Transfer Agents (RTA) and its shareholder(s) / investor(s).

The Arbitration Mechanism shall be initiated post exhausting all actions for resolution of complaints including those received through SEBI SCORES Portal.

Accordingly, if you have any dispute against the Company and/or its RTA on delay or default in processing your request, you can file for arbitration with Stock Exchange.

For more details, kindly refer to the following web links of the stock exchanges:

BSE - https://www.bseindia.com/static/investors/arbitration_mechanism.aspx

NSE - <https://www.nseindia.com/invest/about-arbitration>

Kindly note that SEBI has vide its circular SEBI/HO/MIRSD/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, mandated that all the folios must be KYC compliant and have asked investors to register their PAN, KYC details and Nomination with the RTAs. Accordingly, SEBI has directed that RTAs shall not process any service requests or complaints received from the holder(s) / claimant(s) till their PAN, KYC and Nomination documents/details are registered.

Hence, we request you to **kindly register/update your PAN, KYC and Nomination details with our RTA**, if not already done. For more information visit <https://irfc.co.in/investors/forms-for-equity-shares>.

Thanking you

Indian Railway Finance Corporation Ltd.