



## **Investor Grievance Redressal Policy for Stallion India Fluorochemicals Limited**

### **1. Introduction:**

- This Investor Grievance Redressal Policy ("Policy") is designed to establish a standardized and efficient process for addressing and resolving the grievances of investors in a fair, transparent, and timely manner.
- The Policy complies with the guidelines set forth by the Securities and Exchange Board of India (SEBI) and other relevant regulatory authorities.

### **2. Objectives:**

- To provide accessible channels for investors to register their grievances related to their investments in the Company's securities.
- To ensure prompt acknowledgment and resolution of investor complaints.
- To enhance investor confidence through effective communication and efficient grievance redressal mechanisms.

### **3. Scope:**

- The Policy covers all issues and grievances related to investor services, including but not limited to share transfer, dematerialization, rematerialization, non-receipt of dividends, non-receipt of annual reports, and other related issues.

### **4. Mechanism for Grievance Redressal:**

- A designated email address and a section on the Company's website will be made available for investors to submit their grievances.
- A toll-free number and postal address may also be provided for registering complaints.
- The Compliance Officer, appointed under the SEBI regulations, will oversee the grievance redressal process.

### **5. Receipt and Acknowledgment of Grievances:**

- An automated response or acknowledgment, with a unique grievance registration number, will be sent to the investor immediately upon receipt of the complaint.
- The acknowledgment will inform the investor about the approximate time required for resolving the issue.

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### **6. Resolution of Grievances:**

- All grievances will be logged and tracked in a grievance management system.
- The Compliance Officer will coordinate with relevant departments to ensure thorough investigation and timely resolution.
- Investors will be kept informed about the status of their grievance and any action taken.

### **7. Timeframe for Resolution:**

- The Company aims to address and resolve all grievances within 30 days of receipt. In cases where additional time is required, the investor will be informed about the delay and the reasons for it.

### **8. Escalation Matrix:**

- An escalation matrix will be established, allowing investors to escalate their complaints to higher levels of management if they are dissatisfied with the initial response.
- The escalation levels will include senior management and, eventually, a member of the Board of Directors.

### **9. Reporting and Review:**

- A monthly report detailing the number and nature of investor grievances, along with their resolution status, will be prepared and presented to the Board or a designated Committee.
- This report will also analyze trends in grievances and suggest improvements in investor services.

### **10. Sensitization and Training:**

- Employees handling investor relations and grievances will undergo regular training to stay updated on regulatory requirements and to enhance their skills in investor servicing.
- These training sessions will also focus on the importance of empathy and effective communication in dealing with investor grievances.

### **11. Policy Review and Amendment:**

- The Policy will be reviewed annually or as necessitated by regulatory changes or business requirements.
- Amendments to the Policy will be approved by the Board of Directors and communicated to all concerned stakeholders.



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### **12. Disclosure and Transparency:**

- The complete Policy along with the grievance redressal mechanism will be disclosed on the Company's website.

An abridged version of the Policy will be included in the annual report for the information of the shareholders