

**REF : KFIN/RIS/SMARTLINK/2021****Date : 04.01.2021****BY COURIER**

**Ms. Urjita Damle  
Company Secretary  
Smartlink Holdings Limited  
L-7, Verna Industrial Estate  
Verna Salcete  
Goa - 403 722**

**Dear Sir/ Madam,**

We are enclosing herewith the following Investor Grievance Report for the period 01/10/2020 to 31/10/2020, 01/11/2020 to 30/11/2020, 01/12/2020 to 31/12/2020 and 01/10/2020 to 31/12/2020.

Kindly acknowledge receipt.

**Thanking you,**

**Yours faithfully,  
For KFIN TECHNOLOGIES PRIVATE LIMITED**

  
**M. Naveen Kumar  
Deputy Manager**

**Encl : as above**

**KFin Technologies Private Limited**

(Formerly known as "Karvy Fintech Private Limited")

**Registered & Corporate Office**

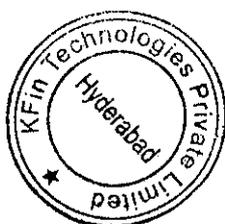
Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi, Telangana, India, 500032.

Ph : +91 40 6716 2222, 7961 1000 | <https://www.kfintech.com> | CIN : U72400TG2017PTC117649

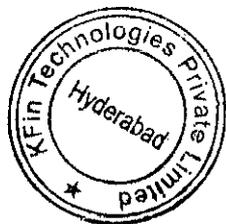
SMARTLINK HOLDINGS LIMITED

INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.10.2020 TO 31.10.2020

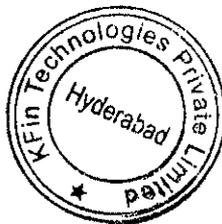
Sl.	Particulars	Opening	Receipt	Resolved	Pending
1	REQUESTS				
a	Change / Correction of address	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0
f	Letter of Intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/ Split of securities	0	0	0	0
n	Request for Issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned In Appln&Intimation of the same	0	0	0	0
2	COMPLAINTS				
a	Non receipt of dividend warrants	0	4	4	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
i	Non receipt of TDS	0	0	0	0
J	Clarification regarding shares	0	0	0	0
3	GENERAL				
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	TOTAL	0	4	4	0



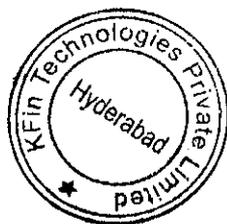
SMARTLINK HOLDINGS LIMITED					
INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.11.2020 TO 30.11.2020					
Sl.	Particulars	Opening	Receipt	Resolved	Pending
1	<b>REQUESTS</b>				
a	Change / Correction of address	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0
f	Letter of Intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appin&Intimation of the same	0	0	0	0
2	<b>COMPLAINTS</b>				
a	Non receipt of dividend warrants	0	2	2	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
i	Non receipt of TDS	0	0	0	0
J	Clarification regarding shares	0	0	0	0
3	<b>GENERAL</b>				
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	<b>TOTAL</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>



SMARTLINK HOLDINGS LIMITED					
INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.12.2020 TO 31.12.2020					
Sl.	Particulars	Opening	Receipt	Resolved	Pending
<b>1</b>	<b>REQUESTS</b>				
a	Change / Correction of address	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0
f	Letter of Intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/Spit of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&Intimation of the same	0	0	0	0
<b>2</b>	<b>COMPLAINTS</b>				
a	Non receipt of dividend warrants	0	1	1	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
i	Non receipt of TDS	0	0	0	0
j	Clarification regarding shares	0	0	0	0
<b>3</b>	<b>GENERAL</b>				
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>



SMARTLINK HOLDINGS LIMITED					
INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.10.2020 TO 31.12.2020					
Sl.	Particulars	Opening	Receipt	Resolved	Pending
<b>1</b>	<b>REQUESTS</b>				
a	Change / Correction of address	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0
f	Letter of Intimation of Bank Mandate	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0
m	Request for Consolidation/ Split of securities	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0
p	Request for transmission of securities	0	0	0	0
q	Request for transposition of securities	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0
s	Specimen Sign change/not mentioned in Appin&Intimation of the same	0	0	0	0
<b>2</b>	<b>COMPLAINTS</b>				
a	Non receipt of dividend warrants	0	7	7	0
b	Excess / Short payment of dividend	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0
d	Legal Notice	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0
f	Non receipt of refund order	0	0	0	0
g	Correction of name on securities	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0
i	Non receipt of TDS	0	0	0	0
j	Clarification regarding shares	0	0	0	0
<b>3</b>	<b>GENERAL</b>				
a	Query regarding undelivered documents	0	0	0	0
b	Postal return documents	0	0	0	0
	<b>TOTAL</b>	<b>0</b>	<b>7</b>	<b>7</b>	<b>0</b>



**SMARTLINK HOLDINGS LIMITED**

**INVESTOR GRIEVANCE REPORT FOR THE PERIOD 01.10.2020 TO 31.12.2020**

Sl.	Particulars	01.10.2020 to 31.10.2020	01.11.2020 to 30.11.2020	01.12.2020 to 31.12.2020	01.10.2020 to 31.12.2020	Pending
1	<b>REQUESTS</b>					
a	Change / Correction of address	0	0	0	0	0
b	Receipt of dividend warrants for revalidation	0	0	0	0	0
c	Correction of name/bank mandate on dividend warrants	0	0	0	0	0
d	Change / Correction of Bank Mandate	0	0	0	0	0
e	Receipt of IB for issue of duplicate d/w	0	0	0	0	0
f	Letter of Intimation of Bank Mandate	0	0	0	0	0
g	Registration of Power of Attorney	0	0	0	0	0
h	Request for ECS facility (Electronic Clearance Services)	0	0	0	0	0
i	Loss of securities and request for issue of duplicate	0	0	0	0	0
j	Receipt of IB and Affidavit for issue of duplicate securities	0	0	0	0	0
k	Request for Stop transfer of securities	0	0	0	0	0
l	Receipt of damaged/mutilated dividend warrant	0	0	0	0	0
m	Request for Consolidation/Split of securities	0	0	0	0	0
n	Request for issue of duplicate dividend warrant	0	0	0	0	0
o	Deletion of joint name due to death	0	0	0	0	0
p	Request for transmission of securities	0	0	0	0	0
q	Request for transposition of securities	0	0	0	0	0
r	Receipt of 15G Form for Exemption of Tax	0	0	0	0	0
s	Specimen Sign change/not mentioned in Appln&intimation of the same	0	0	0	0	0
2	<b>COMPLAINTS</b>					
a	Non receipt of dividend warrants	4	2	1	7	0
b	Excess / Short payment of dividend	0	0	0	0	0
c	Non receipt of Annual Report	0	0	0	0	0
d	Legal Notice	0	0	0	0	0
e	Correspondence / Query relating to NSDL operations	0	0	0	0	0
f	Non receipt of refund order	0	0	0	0	0
g	Correction of name on securities	0	0	0	0	0
h	Non receipt of securities / Complaint relating to transfer of shares	0	0	0	0	0
i	Non receipt of TDS	0	0	0	0	0
J	Clarification regarding shares	0	0	0	0	0
3	<b>GENERAL</b>					
a	Query regarding undelivered documents	0	0	0	0	0
b	Postal return documents	0	0	0	0	0
	<b>TOTAL</b>	4	2	1	7	0

