



INVESTORS GRIEVANCES

MRF is committed to providing effective and prompt service to its investors.

MRF has in place, a designated e-mail address i.e. mrfshare@mrfmail.com for assistance and/or grievance redressal.

The escalation matrix for complaints relating to the Investors of MRF is provided below:

Level 1

**Mr. Jeejo Joseph
Senior Manager – Shares
MRF Limited
No :114, Greams Road
Chennai – 600 006
Email :jeejo.joseph@mrfmail.com
Phone : 044 28292777 (Extension :574)**

Level 2

In the event, the grievance(s) are not resolved within 5 working days of its submission along with all requisite documents/information or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the next level of hierarchy.

**Mr. Joseph Cheriyan
Deputy General Manager – Secretarial
MRF Limited
No :114, Greams Road
Chennai – 600 006
Email : joseph.cheriyam@mrfmail.com
Phone : 044 28292777 (Extension :581)**

Level 3

In the event, the grievance(s) are not resolved within 5 working days of its submission along with all requisite documents or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to the General Manager – Secretarial.

**Mr. K G George
General Manager – Secretarial
MRF Limited
No :114, Greams Road
Chennai – 600 006
Email : george.kg@mrfmail.com
Phone : 044 28292777 (Extension :575)**