

Online Mechanism for Investor Query, Service Request & Grievance

Pursuant to SEBI Circular **SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/72** dated **June 08, 2023** read with SEBI Master Circular **HO/38/13/(4)2026-MIRSD-POD/I/4298/2026** dated **February 06, 2026**, a user-friendly online mechanism was implemented for processing investor requests and to lodge service requests and complaints online. This online mechanism was set up by our Registrar and Transfer Agent, KFin Technologies Limited (“**KFin**”), which can be accessed at <https://ris.kfintech.com> > Investor Services > Investor Support.

Investors are requested to register / sign up, using the Name, PAN, Mobile and email ID. Post registration, user can login via OTP and execute activities like, raising Service Request, Query, Complaints, check for status, KYC details, Dividend, Interest, Redemptions, e-Meeting and e-Voting details.

Step-by-step procedures for various service requests, Frequently Asked Questions (FAQs), procedure for filing a complaint and finding out the status of the complaint, etc. is available on the website of the KFin.

Quick link to access the signup page: <https://kprism.kfintech.com/signup>

The online mechanism for raising service requests/ complaints has following features:

- The online application has an option for the investors to directly apply for login credentials after appropriate authentication/validation mechanism including One Time Passwords (OTPs) on mobile. Upon successful registration on the portal, the investor would be able to view his/her holdings, lodge service requests/ complaints for the respective companies and track the status of service requests/complaints so lodged.
- The service request/ complaint can be submitted either through upload of duly filled in relevant standard forms prescribed by SEBI or through fillable relevant standard forms provided in the portal.
- For each service request/ complaint, the online system has a number of categories in order to enable the investor to choose the most relevant category for lodging his/her service request/ complaint. The system also displays a list of documents required to be provided by the investor and the instructions thereof for each category. However, additional documents may be sought by the KFin on the basis of specific facts of the matter and wherein any additional due diligence is required to be done.
- Copy of the self-attested documents which are required to be submitted to the KFin either in-person, through post or e-signed may also be submitted by way of uploading the same on the portal.
- Generation of unique reference number (URN): On uploading of the documents required for processing of investor’s service requests/ complaints on the portal, a URN shall be

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generated and displayed on the portal. The same shall be communicated to the investor by way of email and SMS to the email id and mobile number respectively registered with RTA. The investors are advised to indicate the URN while sending physical documents in respect of requests/ complaints already lodged on the portal.

- For investors who submit only physical documents to the KFin for processing of his/her service requests/ complaints, RTAs shall provide an acknowledgement which shall also quote URN. By using this URN along with appropriate authentication/validation, the investor can track the status of his/her service request/ complaint on website/portal of the KFin.
- Wherever investor service requests require submission of physical documents, those requests shall be considered and taken up for processing by KFin only after receipt of physical documents. The investors are requested to provide the physical documents wherever required.
- Online requests will be kept pending for receipt of physical documents for 30 days. Requests pending beyond 30 days awaiting receipt of physical documents will be closed with communication about non-receipt. In such case, the investor will have to raise a fresh request.
- At every stage of processing the service requests/ complaints, the investor shall receive an alert about the status through SMS and / or email till the matter is concluded. The system also has a provision seeking clarifications by the KFin and submission by the investors in response to the same including option of uploading additional documents.

All investors are requested to take note of the above information and raise the requests/complaints accordingly.

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