



FUSION MICRO FINANCE LIMITED

(Formerly Fusion Micro Finance Private Limited)

CIN: L65100DL1994PLC061287

Registered office: H-1, C Block, Community Centre, Naraina Vihar, New Delhi-110028.

Corporate office: Plot No. 86, Institutional Sector 32, Gurugram-122001 Haryana

Email ID: deepak.madaan@fusionmicrofinance.com, companysecretary@fusionmicrofinance.com

Website: www.fusionmicrofinance.com **Ph. :** 0124-6910500/6910600

Dear Member,

Sub : Awareness about Online Resolution of Disputes in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal.

The Securities and Exchange Board of India ("SEBI") vide its circular on July 31, 2023, (ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) as amended by corrigendum - ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 on August 4, 2023, has introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate the online resolution of all kinds of disputes arising in the Indian Securities Market.

The ODR Mechanism provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular.

In order to make members aware about the ODR mechanism, the process is given below:

Level 1 - Raising of Complaint/ dispute with the Company/ Link Intime India Private Limited (Registrar and Transfer Agent ("RTA")):

Initially, all grievances/ disputes/ complaints against the Company/RTA are required to be directly lodged with the Company / RTA. Members may lodge the same by sending an email to delhi@linkintime.co.in or companysecretary@fusionmicrofinance.com or by sending physical correspondence at:

A. To the Company's RTA

M/s. Link Intime India Private Limited

Noble Heights, 1st Floor, Plot No. NH 2,

LSC, C-1 Block, Near Savitri Market,

Janakpuri, New Delhi-110058

B. To the Company

The Company Secretary

Fusion Micro Finance Limited

Plot No. 86, Institutional Sector 32, Gurugram Haryana-122001

Level 2 - SEBI Complaints Redress Systems ("SCORES"):

The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SCORES platform of SEBI which can be accessed at <https://scores.gov.in/scores/Welcome.html>. FAQs on the process to be followed for registration/ lodging complaints/ disputes, is available at the weblink https://www.sebi.gov.in/sebi_data/faqfiles/nov-2021/1637573600882.pdf

Level 3 - ODR Platform:

In case the member is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process can be initiated through the ODR portal.

Important notes with respect to ODR portal are as under:

a) The link to access the ODR Portal is <https://smartodr.in/login> and the modalities and operational guidelines of the ODRP including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circular(s) are hosted on our website at www.fusionmicrofinance.com

b) It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian Law.

c) There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.

d) For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, Link Intime India Private Limited at delhi@linkintime.co.in or the Company at companysecretary@fusionmicrofinance.com.

Thanking You

Yours faithfully,

For Fusion Micro Finance Limited

(Formerly Fusion Micro Finance Private Limited)

Sd/-

Deepak Madaan

Company Secretary & Chief Compliance Officer

Membership No. A24811