



Kotak Mahindra Bank

18<sup>th</sup> April 2019

<p>The Manager Corporate Relationship, BSE Limited, 1<sup>st</sup> Floor, New Trading Ring, Rotunda Building, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400 001.</p>	<p>The Manager National Stock Exchange of India Ltd. Exchange Plaza, 5<sup>th</sup> Floor, Plot No.C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051.</p>
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Dear Sir,

Pursuant to Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose the Investor Grievance Redressal Certificate of the Bank received from our R&T Agents Karvy Fintech Private Limited for the quarter ended 31<sup>st</sup> March 2019.

Kindly acknowledge receipt.

Yours faithfully,  
**Kotak Mahindra Bank Limited**

*Bina Chandarana*  
**Bina Chandarana**  
**Company Secretary &**  
**Sr. Executive Vice President**

Encl: as above.



**Kotak Mahindra Bank Ltd.**  
CIN: L65110MH1985PLC038137

Registered Office:  
27 BKC, C 27, G Block,  
Bandra Kurla Complex,  
Bandra (E), Mumbai 400051,  
Maharashtra, India.

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**INVESTOR COMPLAINT CERTIFICATE**

This is to certify that we are the Registrars and Share Transfer Agents of M/s. Kotak Mahindra Bank Limited for both electronic and physical shares.

This is to further certify that the investor grievance of the bank for the quarter ending 31.03.2019 is as follows :

Investor Complaints pending at the beginning of the quarter	0
Investor Complaints received during the quarter	11
Investor Complaints disposed off during the quarter	7
Investor Complaints lying unresolved at the end of the quarter	4

Note \* : The pending investor complaints will be resolved in April, 2019.

For Karvy Fintech Private Ltd



Authorised Signatory

