Framework for investors to resolve their queries is as provided below:

A. Investor Grievance Redressal by Company & RTA:

Level 1: The investors can reach out to the Registrar and Transfer Agents of the Company for registering their requests or queries along with all the relevant information/ documents.

MUFG Intime India Private Limited
Address: C 101, Embassy 247, L.B.S. Marg, Vikhroli (West), Mumbai - 400083.
Fax : 022 - 4918 6060
Toll-free number : 1800 1020 878
Email: rnt.helpdesk@in.mpms.mufg.com
All shareholder queries or service requests in electronic mode are to be raised only through the website, the link for which is https://web.in.mpms.mufg.com/helpdesk/Service_Request.html.
Website : www.in.mpms.mufg.com
Unit: Go Digit General Insurance Limited

Level 2: In the event, the grievance(s) are not resolved within 7 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 Compliance Officer.

Mr. Tejas Saraf
Company Secretary & Compliance Officer
Address: 1 to 6 Floor, Ananta One, Pride Hotel Lane, Narveer Tanaji Wadi, City Survey No.1579, Shivajinagar, Pune 411005, Maharashtra, India
Phone: - 020 67495400
E-mail: investor.grievance@godigit.com

B. Investor grievance redressal through Online Dispute Resolution and SCORES platform:

An investor may alternatively register his/her grievance on the Online Dispute Resolution portal or SCORES portal of the SEBI in following manner:

1. A common Online Dispute Resolution Portal ("ODR Portal") is designed to enhance investor grievance redressal which harnesses online conciliation and online arbitration for the resolution of disputes arising in the Indian Securities Market has been established.
   SMART ODR Portal (Securities Market Approach for Resolution through ODR Portal) can be accessed via the following link – https://smartodr.in/login.

2. Further, SEBI vide its circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, had linked SCOREs platform with Online Dispute Resolution Platform.
   SCORES platform can be accessed via the following link – https://scores.sebi.gov.in.

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