

October 17, 2023

Asst. Vice President, Listing Deptt.,  
**National Stock Exchange of India Ltd.**  
Exchange Plaza, Plot C-1, Block G,  
Bandra Kurla Complex,  
Bandra (E),  
MUMBAI - 400 051  
Scrip Code: HEROMOTOCO

The Secretary,  
**BSE Limited**  
25<sup>th</sup> Floor,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
MUMBAI - 400 001  
Scrip Code: 500182

**Sub: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

**Re.: Online Dispute Resolution (ODR) Mechanism & Extension of KYC updation timeline**

Dear Sirs,

Pursuant to SEBI circular no. SEBI/ HO/ OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, please find enclosed a specimen of the email sent to the shareholders informing about the introduction of a common Online Dispute Resolution (“ODR”) mechanism by the SEBI to facilitate online resolution of all kinds of disputes arising in the Indian Securities market.

Further, the shareholders have also been informed about the extension of date for submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature from September 30, 2023 to December 31, 2023, post which non-KYC folios will be frozen.

This is for your information and further dissemination.

Thanking you,

**For Hero MotoCorp Limited**

**Dhiraj Kapoor**  
**Company Secretary & Compliance Officer**

Encl.: as above

**Hero MotoCorp Ltd.**

**Regd. Office:** The Grand Plaza, Plot No. 2, Nelson Mandela Road,  
Vasant Kunj - Phase - II, New Delhi - 110070, India  
Tel. +91-11-46044220, Fax +91-11-46044399  
Email: corporate.communication@heromotocorp.com  
www.heromotocorp.com CIN: L35911DL1984PLC017354 PAN: AAACH0812J



Specimen Email



## Hero MotoCorp Limited

Registered Office: The Grand Plaza, Plot No.2,  
Nelson Mandela Road, Vasant Kunj - Phase -II, New Delhi – 110070, India  
CIN: L35911DL1984PLC017354 Phone: +91-11-46044220 Fax: +91-11-46044399  
Email: [secretarialho@heromotocorp.com](mailto:secretarialho@heromotocorp.com), Website: [www.heromotocorp.com](http://www.heromotocorp.com)

Dear Shareholder,

### **Sub: Online Dispute Resolution (ODR) Mechanism & Extension of KYC Updation Timeline.**

The Securities Exchange Board of India (SEBI) vide circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 on July 31, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

#### **1. Level 1 – Raise with Registrar and Transfer Agent (“RTA”)/ Company:**

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA/ the Company.

Shareholders may lodge the same with the-

- 1) RTA by sending an email at [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com) or by sending physical correspondence at M/s. KFin Technologies Limited, Unit-Hero MotoCorp Limited, Selenium Building, Tower-B, Plot 31-32, Gachibowli, Financial District, Nanakramguda, Serilingampally, Hyderabad – 500032 ; or
- 2) Company by sending an email at [secretarialho@heromotocorp.com](mailto:secretarialho@heromotocorp.com) or by sending physical correspondence at Hero MotoCorp Limited, The Grand Plaza, Plot No.2, Nelson Mandela Road, Vasant Kunj - Phase -II, New Delhi – 110070, India

#### **2. Level 2 – SEBI SCORES:**

Grievances/ disputes/ complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.gov.in>.

#### **3. Level 3 – ODR Platform:**

In case the shareholder is not satisfied with the resolution provided at Level 1 or 2, then the online dispute resolution process may be initiated through the ODR portal within the applicable timeframe under law.

#### **4. Important Notes:**

- a) This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e., From Level 1 to Level 3), if the grievance lodged with the Company is not resolved satisfactorily.

- Specimen Email**
- 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 is no fee for registration of complaints/ disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/ listed entity/ its RTA (as the case may be).

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at <https://www.heromotocorp.com/en-in/investors/shareholder-resources/agm-notices-and-transcripts.html>

**Extension of timeline for KYC updation**

SEBI vide its Circular dated September 26, 2023 has extended the date of submission of PAN, Nomination, Contact details, Bank A/c details and Specimen signature from September 30, 2023 to December 31, 2023, post which Non-KYC folios will be frozen. The detailed Circular can be accessed at <https://www.heromotocorp.com/en-in/investors/shareholder-resources/agm-notices-and-transcripts.html>

**Regards,**

**For Hero MotoCorp Limited**

**Dhiraj Kapoor  
(Company Secretary & Compliance Officer)**