

15th November 2023

BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street Mumbai 400 001 Scrip Code: 543232	National Stock Exchange of India Limited Exchange Plaza, 5th floor, Plot No. C/1, G Block, Bandra Kurla Complex, Bandra (East), Mumbai 400 051 Trading Symbol: CAMS
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Dear Sir / Madam,

Sub: Investor awareness on Online Dispute Resolution Mechanism

Dear Sir / Madam,

We wish to inform you that in accordance with SEBI circular dated 31st July 2023, read with circular dated 4th August 2023, regarding establishment of a common Online Dispute Resolution Portal (ODR Portal) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market, the Company has completed the registration on the ODR portal.

Pursuant to the abovementioned Circular, a communication on the above subject has been sent to the members of the Company on the e-mail addresses available with the Company/Depositories participant. Copy of the same is attached for records.

We request you to kindly take the above on record.

Thanking you,

Yours faithfully,
For Computer Age Management Services Limited

G Manikandan
Company Secretary and Compliance Officer

Computer Age Management Services Limited

Member of the Registrars Association of India (RAIN)

CIN : L65910TN1988PLC015757

Rayala Towers, 158, Anna Salai, Chennai - 600 002. India.

Phone : +91 44 6109 2992 / 2843 2792, E-mail : secretarial@camsonline.com, Website : www.camsonline.com

Regd. Office : New No. 10, (Old No. 178), M.G.R. Salai, Nungambakkam, Chennai - 600 034. India.

COMPUTER AGE MANAGEMENT SERVICES LIMITED

Registered Office: New No. 10, Old No. 178, M.G.R. Salai, Nungambakkam, Chennai
600 034, Tamil Nadu, India; **Tel:** +91 44 2843 2770

Corporate Office: No.158, Rayala Towers, Tower - I, Anna Salai, Chennai 600 002,
Tamil Nadu, India; **Tel:** +91 44 2843 2650

Website: www.camsonline.com; **E-mail:** secretarial@camsonline.com

Corporate Identity Number: L65910TN1988PLC015757

Dear Shareholder,

Subject: 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") has issued a circular on July 31, 2023 vide *SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131* as amended by corrigendum vide *SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135* on August 4, 2023 and introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market.

The mechanism to raise a complaint / dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

1. Level 1 – Raising of Complaint / dispute with the listed entity / its Registrar and Transfer Agent:

Initially, all complaints / disputes against the issuer company (i.e., listed entity issuing securities) are required to be directly lodged with the issuer company / its Registrar and Transfer Agent ("RTA").

Shareholders of Computer Age Management Services Limited ("Company") may lodge the complaint / dispute by sending all the relevant documents through e-mail on: secretarial@camsonline.com or rnt.helpdesk@linkintime.co.in or by sending physical documents to the Company or its RTA as follows:

A. To the Company

Company Secretary,
Computer Age Management Services Limited,
No.158, Rayala Towers, Tower - I,
Anna Salai, Chennai 600 002.

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B. To the Company's RTA

M/s. Link Intime India Private Limited,
C 101, Embassy 247, L.B.S. Marg,
Vikhroli (West), Mumbai – 400083

2. Level 2 – SCORES Portal:

Disputes remaining unresolved at Level 1 may be raised through SEBI Complaints Redressal System (“SCORES”) which can be accessed at <https://www.scores.gov.in/>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink [FAQ-SCORES.pdf](#)

3. Level 3 – ODR Platform:

After exhausting options at Level 1 & Level 2, if the investor is still not satisfied, the investor can initiate online dispute resolution through the ODR portal, within the timeframe available under law. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circular.

Alternatively, the investor could initiate dispute resolution through the ODR Portal if the grievance lodged with the Company / RTA was not satisfactorily resolved or at any stage of the subsequent escalations above (prior to or at the end of such escalation/s).

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.

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).

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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 www.camsonline.com and on the RTA's website: <https://web.linkintime.co.in/>.

This is for your kind information. Assuring you of our best services.

Thanking you!

For COMPUTER AGE MANAGEMENT SERVICES LIMITED

Sd/-

MANIKANDAN GOPALAKRISHNAN

COMPANY SECRETARY & COMPLIANCE OFFICER

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