



October 26, 2023

To, The General Manager Department of Corporate Services BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400 001. Scrip Code: 540268	To, The Manager Department of Corporate Compliance National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051. Scrip Code: TRU
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Sub: Intimation to shareholders of the Company on Online Disputes Resolution (ODR)

Dear Sir/Madam,

Pursuant to Regulation 30 of Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended and in accordance with SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) dated July 31, 2023 read with Corrigendum issued by SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023, (collectively referred to as “SEBI Circulars”) we have intimated our shareholders on ‘Awareness about Online Resolution Disputes in Indian Securities Market through Online Dispute Resolution (ODR) Portal.’ We hereby enclose a copy of communication sent to our shareholders.

The aforesaid SEBI Circulars and link to SMART ODR Portal is also available on the website of the Company at [Customer Awareness & Investors Corner - TruCap Finance Limited](#)

Kindly take the same on your record and oblige.

Thanking You,

Yours faithfully,
For TruCap Finance Limited

Sonal Sharma
Company Secretary & Compliance Officer

Encl: As above

TruCap Finance Limited
(Formerly known as Dhanvarsha Finvest Limited)

Regd. Off. : 3rd Floor, A Wing, D.J. House, Old Nagardas Road, Andheri (East), Mumbai – 400 069
Tel. : 1800 210 2100 | contact@trucapfinance.com | www.trucapfinance.com | CIN : L24231MH1994PLC334457



**TruCap Finance Limited
(Formerly Dhanvarsha Finvest Limited)**

CIN: L24231MH1994PLC334457

Regd. Off: 3rd Floor, A Wing, D.J. House, Old Nagardas Road,
Andheri (East), Mumbai - 400 069

Email: corpsec@trucapfinance.com Website: www.trucapfinance.com

Dear (Name of the Shareholder),

Sub: Awareness about Online Resolution Disputes in The Indian Securities Market Through Online Dispute Resolution (ODR) Portal

This communication is in accordance with SEBI Circular dated July 31, 2023 (Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) read with Corrigendum issued by SEBI on August 04, 2023 (Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135) about expanding the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing 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 brief process to raise complaint/dispute under investor grievance redressal mechanism (including through ODR web portal) is as below:

Primary Escalation:

Raising of Complaint/Dispute with the Company and/or its Registrar and Share Transfer Agent (RTA)

Initially, all the complaints/disputes against TruCap Finance Limited (“Company”) are required to be directly lodged with the Company and/or with MCS Share Transfer Agent Limited, i.e. Registrar and Share Transfer Agent of the Company (“RTA”).

Shareholders of TruCap Finance Limited (“Company”) may lodge the complaint/dispute by sending relevant documents through e-mail/physically at:

(A) To the Company:

The Company Secretary
TruCap Finance Limited
3rd Floor, A-Wing, D. J. House,
Old Nagardas Road, Andheri (East),
Mumbai - 400 069
E-mail: corpsec@trucapfinance.com

(B) To the RTA:

MCS Share Transfer Agent Limited
3B3, 3rd Floor, B-Wing,
Gundecha Onclave Premises Co-op Society Limited,
Kherani Road, Saki Naka, Andheri (East),
Mumbai-400 072.
E-mail: subodh.mcssta@gmail.com

**Second Escalation:
SEBI SCORES Portal**

Disputes remaining unresolved or if the grievance is not redressed satisfactorily at First Step may raise the complaint through SEBI Complaints Redress System (SCORES) which can be accessed at <https://www.scores.gov.in/>

**Final Escalation:
ODR Platform**

After exhausting options at First Step and Second Step, if the grievance of investor is still not satisfied with the outcome, then such investor can initiate Online Dispute Resolution through the ODR portal, within the time frame specified under the law. The link for accessing the ODR portal is <https://smartodr.in/login>. For more details please refer the SEBI Circular.

The investor can also initiate dispute resolution through ODR portal, if the grievance is lodged with the Company/RTA was not satisfactorily resolved at any stage of subsequent escalations above(prior to or at the end of escalation/s).

NOTE:

Dispute Resolution through the ODR portal can be initiated only if such complaint/dispute is not under consideration under SCORES or is not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

FEES:

There is no fee for registration of complaints/disputes on the ODR portal. However, the process of conciliation/arbitration through ODR portal may attract fees and the same shall be borne by the concerned investor/Company/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 website of the Company with the process of raising complaint/dispute on ODR Portal at [CUSTOMER AWARENESS & INVESTORS CORNER - TruCap Finance Limited](#)

This is for your kind information and assuring you of our best co-operation at all times.

Yours faithfully,
For TruCap Finance Limited

Sd/-
Sonal Sharma
Company Secretary & Compliance Officer

Note: Please do not reply to this email, as this is a system generated email.