

December 29, 2023

To, Corporate Relationship Department BSE Limited P, J. Tower, Dalal Street Mumbai – 400001 Script Code: 543591	To, National Stock Exchange of India Limited Exchange plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai- 400051 Script Symbol: DREAMFOLKS
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Sub: Intimation to Shareholders on availability of Online Dispute Resolution (“ODR”) Mechanism and Extension of timeline for nomination in eligible demat accounts

Dear Sir/ Madam,

Please find enclosed herewith the communication on Introduction of Online Dispute Resolution (ODR) mechanism by SEBI and Extension of timeline for nomination in eligible demat accounts for the shareholders of the Company. This communication was sent to the shareholders of the Company on December 29, 2023 on the e-mail addresses available with the Company.

Kindly take the above intimation on your records.

Thanking You,

Yours faithfully,
For **Dreamfolks Services Limited**

Rangoli Aggarwal
Company Secretary and Compliance Officer

Encl: As above



Dreamfolks Services Limited

Corporate Identity No. (CIN): L51909DL2008PLC177181

Regd. Office: 22, DDA Flats Panchsheel Park, Shivalik Road, New Delhi - 1100017

Tel: 0124-4037306

Email: investor.support@dreamfolks.in; **Website:** www.dreamfolks.in

Dear Shareholder

We would like to bring to the attention of the shareholders of Dreamfolks Services Limited (“**the Company**”) and educate about the recent circulars issued by Securities and Exchange Board of India (“**SEBI**”) on the below mentioned subjects and request you to take note of its contents.

I. ONLINE DISPUTE RESOLUTION MECHANISM

The SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 as amended by corrigendum cum amendment vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023, and further by a master circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated August 11, 2023 has introduced a common Online Dispute Resolution (“ODR”) mechanism which harnesses online conciliation and online arbitration to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal establish due connectivity with the SEBI SCORES portal / SEBI Intermediary portal and allows investors with additional mechanism to resolve the grievances. Any unresolved issues pertaining to any service-related complaints between investors and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular in the following manner:

1. Level 1 – Raise the grievance/complaints/disputes directly with the Company or its Registrar and share transfer agent (“RTA”)

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

a. Where the dispute is with the RTA - Shareholders may lodge the same by sending an email to delhi@linkintime.co.in or by sending physical correspondence at: **Link Intime India Private Limited**, Noble Heights, 1st Floor, Plot NH2, C-1 Block LSC, Near Savitri Market, Janakpuri, New Delhi 110058

b. Where the dispute is with the Company - Shareholders may lodge the same by sending an email to investor.support@dreamfolks.in or by sending physical correspondence at – Dreamfolks Services Limited, #501, 5th Floor, Tower-2, Worldmark, Sector-65, Gurugram 122018.

2. Level 2 –SEBI Complaints Redress Systems (“SCORES Portal”)

Grievances/ complaints /disputes which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided at Level 1, then a complaint may be escalated 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, which can be accessed at <https://smartodr.in/login> and the same can also be accessed through Company's website at www.dreamfolks.in/investor-information.html

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.
- b) It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint/ dispute is not in consideration under Level 1 or Level 2 above or 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 and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/RTA as the case may be.
- d) Investors may also refer link to access the ODR Portal as well as to the modalities of the ODR portal and operational guidelines and instructions including timelines for registration / review / resolution of complaints/ disputes filed through the portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of market infrastructure intermediaries, code of conduct for conciliators and arbitrators etc. as provided in the SEBI Circulars referred above and on the website of the Company.

II. EXTENSION OF TIMELINE FOR NOMINATION IN ELIGIBLE DEMAT ACCOUNT

SEBI vide Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, stipulated that folios of the physical shareholders shall be frozen if PAN, Nomination, Contact details, Bank A/c details and Specimen signature are not submitted by the physical shareholders to RTA of the Company by September 30, 2023. The date was extended upto December 31, 2023 vide SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2023/158 dated September 26, 2023. Now, the same date has been extended upto June 30, 2024 vide SEBI Circular dated SEBI/HO/MIRSD/POD-1/P/CIR/2023/193 dated December 27, 2023. Relevant details and forms prescribed by SEBI in this regard are available on the website of the Company at www.dreamfolks.in/investor-information.html

Thanking You.

For **Dreamfolks Services Limited**

Sd/-

Rangoli Aggarwal

Dreamfolks Services Limited