



March 27, 2024

The Manager,
Listing Department,
BSE Limited,
Phiroze Jeejeebhoy Tower,
Dalal Street,
Mumbai 400 001.
BSE Scrip Code: 542772

The Manager,
Listing Department,
National Stock Exchange of India Ltd.,
Exchange Plaza, 5 Floor, Plot C/1, G Block,
Bandra - Kurla Complex, Bandra (E),
Mumbai 400 051.
NSE Symbol: 360ONE

Dear Sir / Madam,

Subject: Enhancing investor awareness on Online Dispute Resolution (ODR) Mechanism

Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and circulars issued by SEBI from time to time, please find enclosed herewith a specimen of the email dated March 27, 2024, dispatched to the shareholders of the Company for enhancing investor awareness on Online Dispute Resolution (ODR) Mechanism.

Please take the same on your records.

Thanking you.

Yours truly,
For 360 ONE WAM LIMITED
(formerly known as IIFL Wealth Management Limited)

Rohit Bhase
Company Secretary
ACS: 21409
Encl: As above

360 ONE WAM LIMITED (Formerly known as IIFL Wealth Management Limited)

Corporate & Registered Office: 360 ONE Centre, Kamala City, Senapati Bapat Marg, Lower Parel (West), Mumbai - 400 013

Tel (91-22) 4876 5600

Fax (91-22) 4646 4706

Email secretarial@360.one

www.360.one

CIN: L74140MH2008PLC177884

360 ONE WAM LIMITED
(formerly known as IIFL Wealth Management Limited)
CIN: L74140MH2008PLC177884

Regd. Office: 360 ONE Centre, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai-400013
Tel: (+91-22) 4876 5600; **Fax:** (+91-22) 4646 4706
E-mail: secretarial@360.one; **Website:** www.360.one

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Dear Shareholder,

The Securities and Exchange Board of India (“SEBI”) had issued circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 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 said circular was further amended by SEBI vide corrigendum no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135) dated on August 4, 2023, followed by various other circulars in relation to the captioned subject matter.

SEBI has also issued a circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, which was further amended vide circular SEBI/HO/OIAE/IGRD/CIR/P/2023/183 dated December 1, 2023, for redressal of investor grievances through the SEBI Compliant Redressal (“SCORES”) platform and linking it to ODR platform.

In view of the above, the Escalation Matrix to raise a compliant / dispute by the investor of the Company under the investor grievance redressal mechanism (including through the ODR web portal) is as follows:

The Company has appointed Link Intime India Pvt. Ltd. as its Registrar and Share Transfer Agent (“RTA”) to ensure faster and efficient provision of services to the investors. The RTA is primarily responsible for handling investor queries and grievances. Accordingly, the investor can reach out to RTA for any grievances at the below mentioned contact details.

Name: Link Intime India Private Limited
Address: C 101, 247 Park, L.B.S. Mark, Vikhroli (West), Mumbai-400083,
Maharashtra
Tel. : 810 811 6767
Email: rnt.helpdesk@linkintime.co.in
Website: <https://www.linkintime.co.in/>

Level 1: If the investor is not satisfied with the response / resolution provided by RTA, they may reach out to the Company at:

Company Secretary & Compliance Officer
Address: 360 ONE Centre, Kamala City Senapati Bapat Marg, Lower Parel, Mumbai – 400013
Tel. : +91-22-48765600
Email: secretarial@360.one

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Website: <https://ir.360.one>

Level 2: If the investor is not satisfied with the response / resolution provided by the Company, they may reach out to / refer:

SCORES mechanism at: <https://scores.gov.in/scores/Welcome.html>.

FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Level 3: After exhausting the aforesaid options for resolution of the grievance, if the investor is still not satisfied with the outcome, the investor may initiate dispute resolution through the SMART ODR Portal pursuant to the SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, as amended from time to time.

Weblink of the SMART ODR Portal at: <https://smartodr.in/login>

It may be noted that the dispute resolution through the SMART ODR Portal can be initiated only if such grievance / complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian law.

The aforesaid SEBI circulars / corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at 360.one/investor-relations.html (Path > Investor Information > Circulars).

This is for your information.

Yours faithfully,

For 360 ONE WAM LIMITED
(Formerly known as IIFL Wealth Management Limited)

Sd/-

Rohit Bhase
Company Secretary
ACS-21409

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