

Date: February 06, 2024

The Manager
Department of Corporate Relationship
BSE Limited
25th Floor P. J. Towers, Dalal Street
Mumbai -400 001

The Listing Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex
Bandra (East)
Mumbai -400 051

Scrip Code: 532900 (Equity)
NCDs and CPs - *

SCRIP SYMBOL: PAISALO

Subject : E-mail Communication to the members of the Company

Dear Sir/Madam,

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are pleased to inform you that the awareness communication pursuant to various circulars issued by Securities and Exchange Board of India ("SEBI") were sent through E-mail to the Shareholders of the Company in respect of the following:

1. Introduction of Online Dispute Resolution (ODR) Portal;
2. Choice of Nomination in eligible demat accounts;
3. Common and simplified norms for Investor's Service Requests.

Please find the enclosed herewith communication on the above cited matters which has been sent to the members of the Company through e-mail on February 06, 2024.

These intimations are also uploaded on the Company's website at <https://www.paisalo.in/> under Investor Section along with the relevant requisite circulars for the same.

You are requested to take the same on your records.
Thanking you,

Yours faithfully,

For Paisalo Digital Limited



(MANENDRA SINGH)
Company Secretary

Encl.: as above

*Scrip Code-**NCDs-975107, 975202, 975251, 975284, 975329 and CPs-725884, 726364**

PAISALO DIGITAL LIMITED

Registered Office: CSC, Pocket 52, Near Police Station, CR Park, New Delhi - 110 019. Phone : + 91 11 4351 8888. Email: delhi@paisalo.in

Head Office: Paisalo House, 74, Gandhi Nagar, NH-2, Agra - 282 003, India. Phone : +91 562 402 8888. Email: agra@paisalo.in

CIN: L65921DL1992PLC120483

www.paisalo.in

अर्थ: समाजस्य न्यासः

PAISALO

EASY LOAN आसान लोन

PAISALO DIGITAL LIMITED

Regd. Office: CSC, Pocket 52, Near Police Station, CR Park, New Delhi - 110019

CIN: L65921DL1992PLC120483

Phone: +91 11 43518888

Website: www.paisalo.in E-mail ID: cs@paisalo.in

Dear Shareholder,

Subject: Introduction of Online Dispute Resolution (ODR) Portal by SEBI for members of the Company

Securities and Exchange Board of India ("SEBI") vide Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 has introduced a common Online Dispute Resolution Portal ("ODR Portal") to facilitate online resolution of all kinds of disputes arising in the Indian Securities Market. Any unresolved issues pertaining to any service related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will resolved in accordance with the above mentioned SEBI Circular.

In Order to make members aware about the Grievance Redressal Mechanism, the process is given below:

Level 1	<p>Raise with Company/ Alankit Assignments Limited [Registrar and Transfer Agent ("RTA")]:</p> <p>Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the Company/RTA.</p> <p>Members may lodge the same by sending an email to cs@paisalo.in / rta@alankit.com) or by sending physical correspondence to Company/RTA at following address:</p> <p><u>Address of the Company:</u> Company Secretary Paisalo Digital Limited CSC, Pocket-52, CR Park, Near Police Station New Delhi-110019</p> <p><u>Address of Company's RTA:</u> Alankit Assignments Limited Alankit House, 4E/2, Jhandewalan Extension, New Delhi-110 055 Phone: +91-11-42541234</p>
Level 2	<p>SEBI Complaints Redress Systems ("SCORES"):</p> <p>The grievances/ disputes/ complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SEBI Complaints Redress System ("SCORES") platform of SEBI which can be accessed at https://www.scores.gov.in.</p>
Level 3	<p>ODR Platform:</p> <p>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. The ODR platform can be accessed at http://smartodr.in.</p>

Important notes with respect to ODR portal are as under:

- a. The link to access the ODR Portal as well as modalities and operation guidelines of ODR portal including timelines for review/resolution of complaints filed through the portal, manner of proceedings to be conducted by the ODR institutions, roles and responsibilities of Market Infrastructure Intermediaries, Code of conduct for Conciliators and Arbitrators etc.as provided in the SEBI Circular(s) as hosted on Company's website.
- b. It is to clarify that the member(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.
- c. 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.
- d. There shall be 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 circulars/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at <https://paisalo.in/home/investorrelation> under the tab DISCLOSURES UNDER REGULATION 46/62 LODR.

You are requested to update the email id with RTA for the shares held in physical form and to your respective Depository Participant for the Shares held in Demat form.

Thanking you,

Yours faithfully,
For Paisalo Digital Limited

Sd/-
Manendra Singh
Company Secretary
ICSI Membership No. F 7868

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Dear Shareholder

Choice of Nomination in eligible demat accounts

- SEBI Circular dated December 27, 2023 regarding “Extension of timelines for providing ‘choice of nomination’ in eligible demat accounts and mutual fund folios”:
- SEBI, vide circulars dated September 26, 2023 and September 27, 2023, had extended the last date for submission of ‘choice of nomination’ for demat accounts and mutual fund folios respectively to December 31, 2023.
- In view of the representations received, SEBI has been decided to extend the last date for submission of ‘choice of nomination’ for demat accounts and mutual fund folios to June 30, 2024.
- You may reach your DP for further queries, if any.

The aforementioned SEBI circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company’s website at <https://paisalo.in/home/investorrelation> under the tab DISCLOSURES UNDER REGULATION 46/62 LODR.

Thanking You,

Yours faithfully,

For Paisalo Digital Limited

Sd/-
MANENDRA SINGH
Company Secretary
ICSI Membership No. F7868

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Dear Shareholder (holding Physical Share Certificate),

Subject: Common and simplified norms for Investor's Service Requests

Securities and Exchange Board of India ("SEBI") issued various circulars/clarifications on above cited subject matters(as applicable on time being in force), to mandate the security holders (holding securities in physical form), whose folio(s) do not have PAN or Choice of Nomination or Contact Details or Mobile Number or Bank Account Details or Specimen Signature updated, shall be eligible for any payment including dividend, interest or redemption in respect of such folios, only through electronic mode with effect from April 01, 2024, upon their furnishing all the aforesaid details in entirety.

1. In case of non-updation of PAN or Choice of Nomination or Contact Details or Mobile Number or Bank Account Details or Specimen Signature in respect of physical folios, dividend/interest etc. shall be paid only through electronic mode with effect from April 01, 2024 upon furnishing all the aforesaid details in entirety.
2. If a security holder updates the PAN, Choice of Nomination, Contact Details including Mobile Number, Bank Account Details and Specimen Signature after April 01, 2024, then the security holder would receive all the dividends/interest etc. declared during that period (from April 01, 2024 till date of updation) pertaining to the securities held after the said updation automatically.

All holders of physical securities of the Company are mandatorily required to furnish the following documents / details to the RTA i.e., **Alankit Assignments Limited:**

- a. PAN
- b. Nomination
- c. Contact Details
- d. Bank Account details
- e. Specimen Signature

The relevant Forms are appended which may be downloaded from the website of the Company <https://paisalo.in/home/investorrelation> and used for the connected purposes.

Form ISR-1	Request For Registering Pan, KYC Details or Changes / Updation Thereof
Form ISR-2	Confirmation of Signature of securities holder by the Banker
Form ISR-3	Declaration Form for Opting-out of Nomination by holders of physical securities in Listed Companies
Form ISR-4	Request for issue of Duplicate Certificate and other Service Requests
Form SH-13	Nomination Form
Form SH-14	Cancellation or Variation of Nomination

The aforesaid SEBI circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at <https://www.paisalo.in/> under Investor Section. Further, relevant FAQs have also been published by SEBI on its website at the following web link for investor awareness: https://www.sebi.gov.in/sebi_data/faqfiles/jan-2024/1704433843359.pdf

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Yours faithfully,
For Paisalo Digital Limited

Sd/-
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