



CSB BANK LIMITED

Registered. Office: “CSB Bhavan”, St. Mary's College Road, Post Box No.502, Thrissur-680020, Kerala, India
Tel: +91 487 – 2333020 | **Fax:** +91 – 487 – 2338764 | **Website:** www.csb.co.in | **Email:** secretarial@csb.co.in
Corporate Identity Number: L65191KL1920PLC000175

Dear Shareholder,

Sub: Online Dispute Resolution (ODR) Mechanism

The Securities and Exchange Board of India (“SEBI”) vide circular no. SEBI/HO/OIAE/OIAE_IAD1/P/CIR/2023/131 on July 31, 2023, has introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

Level 1 – Raise with Registrar & Transfer Agent (“RTA”)/ the Bank:

Initially, all grievances/ disputes/ complaints against the Bank are required to be directly lodged with the RTA/ the Bank. Shareholders may lodge the same with RTA or the Bank in the contact details given at the end of this e-mail by sending physical correspondence or by sending an e-mail.

Level 2 – SEBI SCORES:

Grievances/ disputes/ complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Bank/ RTA, then a complaint may be raised on SEBI Complaints Redress System (“SCORES”) which can be accessed at <https://www.scores.sebi.gov.in>.

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 which can be accessed at <https://smartodr.in/login>.

Important Notes:

- Under ODR Portal, the complaint will first be routed through Conciliation process. In case of non-resolution through the Conciliation process or if the parties to the dispute desire, the matter can be escalated to arbitration process.
- 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).
- 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 Bank is not resolved satisfactorily.

Shareholders may please get in touch with RTA M/s Link Intime India Pvt. Ltd. or with the Bank for assistance in this regard.

COMMUNICATION DETAILS

REGISTRARS & SHARE TRANSFER AGENT

MUFG Intime India Pvt. Ltd
Surya 35, Mayflower Avenue,
Behind Senthil Nagar,
Sowripalayam Road,
Coimbatore - 641028
Tel : 0422-2314792 | Fax : 0422-2314792
E-mail: coimbatore@linkintime.co.in
Website : www.linkintime.co.in

BANK

CSB Bank Limited,
Secretarial Department,
CSB Bhavan, Post Box No. 502,
St. Mary’s College Road,
Thrissur - 680 020, Kerala, India.
Tel: 0487 2333 020 | Fax: 0487 2338 764
E-mail : investors@csb.co.in
Website: www.csb.co.in

Thanking you,
Yours faithfully,
For CSB Bank Limited,

Sijo Varghese
Company Secretary