



The Power of Distribution

# MAS FINANCIAL SERVICES LIMITED

MFSL/SEC/EQ/2020/37

09<sup>th</sup> July, 2020

To,  
The Manager,  
BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai – 400001

To,  
General Manager  
National Stock Exchange of India Limited  
Exchange Plaza  
Plot No. C/1, G Block  
Bandra-Kurla Complex  
Bandra (East)  
Mumbai – 400051

Scrip Code: **540749, 951920, 952312**

Trading Symbol: **MASFIN**

Dear Sir,

**Sub: Submission of Statement of Investor Complaints under Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Pursuant to Regulation 13(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find below statement containing the details of the investors complaints:

Number of complaints pending at the beginning of the quarter	00
Number of complaints received during the quarter	00
Number of complaints disposed of during the quarter	00
Number of complaints remaining unresolved at the end of the quarter	00

The Investor Grievance Report received from the Registrar and Share Transfer Agent for the First quarter ended 30<sup>th</sup> June, 2020 is enclosed herewith.

Kindly take the above in your record.

Thanking you.

Yours faithfully,

For, **MAS Financial Services Limited**

**Riddhi Bhaveshbhai Bhayani**  
Company Secretary & Compliance Officer  
Membership No.: A41206



Regd. Office :

6, Ground Floor, Narayan Chambers,

B/h Patang Hotel, Ashram Road, Ahmedabad-380 009.

CIN : L65910GJ1995PLC026064

+ 91(O) 079 4110 6500 / 079 3001 6500

+ 91(O) 79 4110 6597, + 91 (O) 79 4110 6561

www.mas.co.in

mfsi@mas.co.in

Ref : IGREPORT/AHM/ 131

Date : 08/07/2020

To,  
The Company Secretary / Compliance Officer  
MAS Financial Services Limited  
AHMEDABAD :380009

Dear Sir / Ma'am

Sub : Investor Grievance Report for the Quarter Ended 30<sup>th</sup> June, 2020Please refer the below Investor Grievance Details for the 1<sup>ST</sup> Quarter of 2020-2021 Starting from 01.04.2020 to 30.06.2020.

Description of Investors Grievances for this quarter	No of Grievances
Non Receipt of Refund order	NIL
Non Receipt of Shares	NIL
Correction in refund Instrument	NIL
N.S.E	NIL
B.S.E	NIL
SEBI (SCORES)	NIL
Non Receipt of Dividend Warrant	NIL
Non receipt of Annual Reports	NIL
Total Grievances attended	NIL
Total Grievances pending at the end of the quarter	NIL

We hereby confirm there are no complaints remained unattended / pending for more than 30 days.

Thanking You,  
Yours faithfully,  
For Link Intime India Private Limited

R. Chandra Sekher  
AVP and Branch Manager

**Important Note :**

As you are aware, due to COVID 19 pandemic and the proactive steps taken by Govt of India in declaring a 21 days lockdown effective from March 24, 2020 midnight and further extensions in lockdown announced by the Govt. of India and various State Governments and prior to this date the advisory/prohibitory orders issued by the Government of India and various State Governments effective from mid of March 2020, based on representation made by Registrars, Association of India (RAIN), SEBI vide their Circular No. SEBI/HO/MIRSD/RTAMB/CIR/P/2020/59 dated April 13, 2020 has informed RTAs, Issuer Companies and market participants and provided relaxation for handling Investor Correspondence/Grievances/Complaints with the equivalent period of lockdown declared by the Government of India i.e. 21 days over and above the prescribed time limits and in the event of further extension in the lockdown period as directed by the Government of India/State Governments additional relaxation in prescribed timelines for equal number of extended days in lockdown. SEBI also vide their various circulars, had relaxed the timelines by different durations for various activities/investor requests/compliances.

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Registered Office : C-101, 247 Park, L. B. S. Marg, Vikhroli West, Mumbai-400083  
Ph. +91 22 4918 6000 Fax : +91 22 49186060 E-Mail : [mumbai@linkintime.co.in](mailto:mumbai@linkintime.co.in)

In view of the prevailing Covid-19 pandemic and the continuation of partial lockdown and prohibitory orders issued by the Government of India and various state governments, normalcy is yet to be restored, major part of the critical operations of RTAs are being carried out by working remotely from home by the employees with restricted resources as available. The Government of India and various state governments have also advised citizens to remain at home to the maximum extent possible and venture out only in case it is absolutely necessary.

Even though some of the state governments have relaxed certain norms for private sector establishments, states like Maharashtra have allowed only 10% of the employees to attend office. The state government, local bodies and politicians have also advised citizens not to venture out to reach workplaces unless it is absolutely critical and essential and to continue to work from home in order to avoid/contain the spread of Covid-19 infection and thus endangering human lives. Employees are not in a position to reach offices in view of non-availability of trains and adequate public transport. This has resulted in most of the RTAs working from home and only absolutely need based critical staff at office.

It is not out of place to mention that the postal services are not functioning fully while the courier services are completely stopped. Further, the employees of our client companies are also not attending the offices and only a few of their secretarial staff are working from home. Due to the non-availability of officials at company, there are delays in getting approvals / signing and returning of certificates after approval.

In view of the above, certain investor correspondence/grievances/complaints inwards by our office from the period third week/last week of February, 2020 which was to be processed and released within 30 days as the case may be, might not have been processed/released since our office was functional with bare minimum staff reporting to office from mid-March. Also, since the postal services are not functioning fully while the courier services are completely stopped, during this challenging times certain documents might have been despatched by the investor/intermediary but not received by us/not inwards, certain transactions/requests might have been processed/released by us but physical documents could not be despatched which has arisen due to these extraordinary circumstances.

Regulation 13(3) of SEBI (LODR) Regulations, 2015 reports may reflect certain investor correspondence/grievances/complaints inwards by our office from the period third week/last week of February, 2020 onwards which was to be processed and released within 30 days as the case may be, might not have been processed/released, processed/released by us but replies/physical documents could not be despatched for the reasons mentioned above. These are extraordinary circumstances beyond the control of RTAs.