



The Power of Distribution

MAS FINANCIAL SERVICES LIMITED

MFSL/SEC/EQ/2020/19

24th April, 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 Fourth quarter ended 31st March, 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) 079 4110 6597, + 91 (O) 079 4110 6561

www.mas.co.in

mfs@mas.co.in

Ref : IGREPORT/AHM/ 131

Date : 21st April , 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 31st March, 2020Please refer the below Investor Grievance Details for the 4th Quarter of 2019-2020 Starting from 01.01.2020 to 31.03.2020.

| 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
Sd/-
R. Chandra Sekher
AVP and Branch Manager**Important Note :**

As you are aware- there are challenges faced internationally 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 and extended further by another 19 days 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 in State of Maharashtra.

In this context, SEBI issued a Circular on April 13, 2020 for handling Investor Correspondence/Grievances/Complaints and relaxed the timelines for handling these 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. In the said circular of April 13, 2020, circulars dated April 16, 2020 and April 17, 2020, SEBI had relaxed the timelines by different durations for various activities/investor requests/compliances. Whilst some of us are remotely working from home and trying our best to provide critical services to our clients, Regulation 13(3) of SEBI (LODR) Regulations, 2015 reports can reflect 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, has not been processed/released since our office was functional with bare minimum staff reporting to office from mid-March. Thereafter the lock down was announced and made effective from mid night of March 24, 2020 where by the access to office was negligible. These are extraordinary circumstances beyond the control of RTAs.

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