Artificial Electronics Intelligent Material Limited
Investor Grievance Redressal Policy

Introduction:

Artificial Electronics Intelligent Material Limited ('Company') Ordinary (Equity) Shares are listed on the recognised stock exchanges i.e. BSE Limited ('BSE'). Company recognises the importance of maintaining effective communication with its shareholders and investors and is committed to providing timely and satisfactory resolution of investor grievances.

The Company believes that an effective investor grievance redressal mechanism is an essential component of good corporate governance and promotes transparency, accountability and investor confidence.

Accordingly, this Investor Grievance Redressal Policy ("Policy") has been formulated to establish a systematic mechanism for receiving, recording, monitoring and resolving complaints and grievances raised by shareholders and investors of the Company.

Objective:

The objectives of this Policy are:

1. To establish an effective mechanism for receiving and resolving investor complaints.
2. To ensure fair, transparent and timely resolution of investor grievances.
3. To provide appropriate communication channels for shareholders and investors.
4. To ensure compliance with applicable provisions of the Companies Act, 2013 and SEBI regulations.
5. To enhance investor satisfaction and confidence.
6. To establish accountability for handling and resolving investor complaints.
7. To ensure proper monitoring and reporting of investor grievances.

Investor Grievance Redressal Mechanism:

This is an internal policy of Artificial Electronics Intelligent Material Limited for Investor Grievance handling.

1. Shareholders and investors may submit their complaints or grievances directly to the Company through the contact details provided on its website at www.aeimindia.com and in its statutory disclosures.

   The complaints may be submitted through email or written communication addressed to the Company.

2. Handling of all investor grievances is a centralized function and is being handled by Compliance department at corporate office details mentioned in Annexure 2.
3. All investor complaints received through email, written communication, the RTA or regulatory platforms shall be duly acknowledged and recorded.
4. The Company, in coordination with its RTA and other relevant departments, shall examine the complaint and obtain necessary information or documents for its resolution.

5. The Company shall maintain appropriate records of complaints received, actions taken and their resolution status.
6. Full details of the complaint are thereafter shall be informed to the Compliance Officer and R&TA of the Company as soon as it is received.
7. Corporate Secretarial Department shall obtain all information available on the complaint which is considered necessary for a proper investigation. It shall look into all the necessary information and undertakes to resolve them as soon as possible.
8. The Company shall follow the practice of resolving the investor complaint within 15-25 days of receipt of the same.
9. The Status Report shall be obtained periodically from the R&TA of the Company in respect of various correspondences and complaints against the Company.
10. The Company shall engage a practicing Company Secretary for doing Reconciliation of Share Capital Audit on quarterly basis. The Practicing Company Secretary shall issue a Compliance Certificate about delivery of share certificates after registration of transfer within Fifteen days of the date of lodgement of transfer, on half yearly basis pursuant to Clause 40 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.
11. The Status of receipt, redressal and pendency of all the complaints shall be placed before the Shareholders / Investors Grievance Committee on the quarterly basis.
12. MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited) , being Registrars and Transfer Agents (R&TA) shall be primarily responsible to resolve the investor's grievances related to Issue. Also, Registrars and Transfer Agents (R&TA) of the Company shall be responsible for discharging investor service functions effectively, efficiently and expeditiously.
13. The Status of redressal of complaints shall be informed to BSE Limited through Letters / email and if any telephonic enquiry is received from them, full details of the case and status of redressal shall be provided to them over phone.
14. All the investor complaints/grievance received through SEBI by online "SEBI Complaints Redress System" (Scores)at Home - scores.sebi.gov.in shall be checked regularly and replied/resolved expeditiously.
15. All the investor grievances shall be handled in the following manner by the compliance department:
    a. All the investor grievances monitored by the compliance officer.
    b. After verification and scrutiny, the appropriate steps should be initiated to resolve the complaint at the earliest.
    c. As per the exchange/ depositary/ SEBI directives the complaint register has to be maintained in hardcopy function wise i.e. Broking compliant register, DP complaint register and PMS complaint register as in the format specified in Annexure-1
    d. The compliance officer should ensure that it gives its sign-off only after the complaint is resolved.

16. This policy is to be reviewed as & when management thinks fit or whenever changes are mandated by statutory authorities.

Annexure-1

Sr. No	Client Code	Client Name & Date of Complaint	Particulars of Complaint	Complaint Receipt Date	Mode of Receipt	Handover to Department	Date of Redressal of Grievance	Remarks	Filing of Complaints to Exchange
		(Letter Date)			Email/ Letters/Others				

Annexure-2

Contact Details

- **Details of Secretarial Department of the Company for Investors Grievances.**

Artificial Electronics Intelligent Material Limited

Address: GB 200, Green Base Industrial and Logistics Park, Vadakapattu, Oragadam, Chengalpattu Dt, Tamil Nadu, India – 603 204

Website: www.aeimindia.com

Email: investor_relations@aeim.co

Contact: +91 9500520263

- **Details of Registrar & Share Transfer Agents:**

For any assistance/information on Share related matters, including For Dematerialization/ Rematerialization, Transfer, Transmission of Shares, Sub-division or Consolidation of Shares, Issue of Duplicate Share Certificates, Dividend, etc., or for redressal of any grievance, please get in touch with:

MUFG Intime India Private Limited
(formerly known as Link Intime India Private Limited)

C 101, 247 Park, L B S Marg, Vikhroli West, Mumbai- 400 083

Tel: +91 8108116767

Fax: +91 22 4918 6195

Website: https://in.mpms.mufg.com/

Email: rnt.helpdesk@in.mpms.mufg.com

****