



Kotak Mahindra Bank

January 20, 2021

The Manager Corporate Relationship, BSE Limited, 1 st Floor, New Trading Ring, Rotunda Building, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400 001.	The Manager National Stock Exchange of India Ltd. Exchange Plaza, 5 th Floor, Plot No.C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051.
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Dear Sir,

Sub: Statement of Investor Grievance Redressal for the quarter ended December 31, 2020

Ref: Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015

Pursuant to Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith, the Statement of Investor Grievance Redressal for the quarter ended December 31, 2020 received from Registrar & Transfer Agents, as follows:

- (i) Kfin Technologies Private Limited for Equity and Preference Shares
- (ii) Link Intime India Private Limited for Bonds (Infrastructure/Lower Tier II), and
- (iii) Bigshare Services Private Limited for Non-Convertible Debentures.

Kindly acknowledge receipt.

Yours faithfully,
For Kotak Mahindra Bank Limited


Avan Doomasia
**Senior Executive Vice President &
Company Secretary**

Encl: as above.

Kotak Mahindra Bank Ltd.
CIN: L65110MH1985PLC038137

Registered Office:
27 BKC, C 27, G Block,
Bandra Kurla Complex,
Bandra (E), Mumbai 400051,
Maharashtra, India.

T +91 22 61660001
www.kotak.com

INVESTOR COMPLAINT CERTIFICATE

This is to certify that we are the Registrars and Share Transfer Agents of M/s. Kotak Mahindra Bank Limited (“the Bank”) for both electronic and physical shares.

This is to further certify that the investor complaints of the Bank for the quarter ending December 31, 2020 are, as follows :

Investor Complaints pending at the beginning of the quarter	0
Investor Complaints received during the quarter	7
Investor Complaints disposed off during the quarter	4
Investor Complaints lying unresolved at the end of the quarter	*3

Note * : Two pending investor complaints have been resolved on January 14, 2021 and January 19, 2021 respectively. The third pending investor complaint will be resolved by January 31, 2021.

For **KFin Technologies Private Ltd**



C Shobha Anand
Deputy General Manager

KFin Technologies Private Limited
(Formerly known as “Karvy Fintech Private Limited”)

Registered & Corporate Office

Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi, Telangana, India, 500032. Ph : +91 40 6716 2222, 3321 1000 | <https://www.kfintech.com> | CIN : U72400TG2017PTC117649

Date : 04.01.2021

TO,

UNIT: KOTAK MAHINDRA BANK LIMITED.

Sub.:	Statement of Investor Complaints for the quarter ended on Dec 31, 2020 w.r.t. Non-Convertible Debentures ("NCDs")
Ref.:	Regulation 13(3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")

We, Link Intime India Private Limited, are the Registrar and Transfer Agents of the Company w.r.t. said NCDs, only for providing electronic connectivity to the Company.

We further confirm that during the quarter ended on **01st Oct 2020** to **31st Dec 2020**, we have not received any complaints/ grievances from holders of the NCDs issued by the Company and a summary of the same, as required in terms of the SEBI Listing Regulations is as follows:

Particulars	No. of Complaints
Pending at the beginning of the quarter	0
Received during the quarter	0
Disposed off during the quarter	0
Remaining unresolved at the end of the quarter	0

This is for your information.

Thanking You.

Yours faithfully,

For Link Intime India Pvt Ltd.


Ganesh Jadhav
Asst. Vice President - Depository Operations

Date: 04th January 2021

INVESTOR COMPLAINT CERTIFICATE

This is to certify that we are the Registrars and Share Transfer Agents of Kotak Mahindra Bank LTD for both electronic and physical Bonds (Infrastructure/ Lower Tier II).

This is to certify that the investor grievance of the bank for the quarter ending 31st December 2020 is as follows:

Investor Complaints pending at the beginning of the quarter	Nil
Investor Complaints received during the quarter	Nil
Investor Complaints disposed of during the quarter	Nil
Investor Complaints lying unresolved at the end of the quarter	Nil

For Bigshare Services Pvt. Ltd.



Authorised Signatory

CIN : U99999MH1994PTC076534

(An Associate Company of Transfer Online Inc., USA)