



L&T Finance Limited

Corporate Secretarial department

Customer Feedback form

ISO 9001: 2015

Ref-FM/CFF/01

Date:

Dear Investors,

We highly value your insights and strive to continuously improve our services and investor relations. Your feedback will help us to continually improve our processes to serve you better.

Kindly take a few moments to complete the feedback form. Your input will help us better align with your expectations.

Thank you for your time and continued support.

Investor Name: _____

Location: _ _____

Contact details; _____ Email id: _____

DP Id / Client Id /Folio No. (if applicable): _____

Put a tick [✓] in the area provided.

You may print the form and fill it. Then you can scan and email the form to us at igrc@ltfs.com;

How would you grade us on following parameters?

S No	Parameter	Excellent	Good	Satisfied	Neutral	Dissatisfied
1.	Arrangements and presentations made at the last AGM					
2.	Contents and Quality of Annual report					
3.	Responsiveness to queries or concerns					
	-By Company					
	-By Registrar & Share Transfer Agent					
4.	Resolution time taken to close the query by Company					
	By Registrar & Share Transfer Agent					



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S No	Parameter	Excellent	Good	Satisfied	Neutral	Dissatisfied
5.	Hospitality and efficiency of the persons attending to you when you interact with -Investors Service Centre					
	-By Registrar & Share Transfer Agent					
6.	Please rate us on Knowledge, professionalism of the team members while attending your query or concern -By Company					
	-By Registrar & Share Transfer Agent					
7.	Adherence to timelines on delivery of commitments -By Company					
	-By Registrar & Share Transfer Agent					
8.	Overall, how satisfied are you with the L&T Finance Limited - Corporate Secretarial team					

Please share your suggestions for our improvement

Thanks for your time. Your feedback is valuable.

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