



Hindustan Unilever Limited

Investor Grievance Redressal Policy

Adopted on : 9th April, 2026

1. **Background**

Hindustan Unilever Limited (“HUL” / “the Company”), a leading FMCG Company in India, listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE), upholds exemplary standards of corporate governance and fosters transparent engagement with its investor community. HUL recognises the importance of continuous communication with the investors and is unwavering in its commitment to deploying innovative and robust mechanisms to disseminate information to its stakeholders.

Consistent with its ethos of openness and responsiveness, HUL has prioritised the development of effective channels for dialogue with its investors. As a good governance practice, the Company deems it essential to institutionalise a formal policy outlining the protocols for expeditious resolution of investor grievances.

This not only underscores HUL’s dedication to investor satisfaction but also embodies its relentless pursuit of excellence in service standards.

With this in view, the Company has instituted the “Investor Grievance Redressal Policy” (“the Policy”) to establish a structured framework for the prompt and efficacious handling of investor grievances, thereby fortifying the principles of transparency and trustworthiness.

2. **Objective**

The principal objectives of the Policy are as follows:

- To provide a clear and transparent mechanism for investors to raise grievances.
- To ensure that all grievances are addressed within a stipulated timelines fostering accountability.
- To maintain records of all grievances and their resolutions for regulatory compliance and future reference in accordance with requirements of applicable law.
- To continually improve our investor relations by seeking feedback and incorporating the learnings into service delivery.

3. **Scope**

This Policy encompasses the mechanisms for addressing all categories of grievances that may be raised by Investors, including but not limited to:

- Non-receipt of dividends
- Issues relating to TDS on dividends
- Non-receipt of Letter of Confirmation upon any investor service request including transmission, name deletion, exchange of Share Certificates, issuance of duplicate shares or dematerialisation
- Non-receipt of annual reports
- Issues related to folio stops /pending litigations in respect of HUL shares
- IEPF Claims related grievances
- Any other issues related to HUL shares.

4. Details of Registrar and Share Transfer Agent (RTA) and Company Officials

- **RTA – KFin Technologies Limited**

M/s. KFin Technologies Limited (“RTA”), is the Company’s RTA and is entrusted with the responsibility of managing and resolving all the share(s) related services (both in physical as well as dematerialised forms) and other general requests and queries received from the investors.

- **Company Secretary & Compliance Officer and Nodal Officer for IEPF:**

The Company Secretary oversees the resolution of investor grievances in accordance with SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”), as amended from time to time.

The Board of Directors of the Company have appointed the Company Secretary as the Compliance Officer of the Company and as a Nodal Officer under the Companies Act, 2013 and the Rules made thereunder.

- **Manager - Investor Services and Deputy Nodal Officer for IEPF:**

As per the requirement of the Investor Education and Protection Fund (IEPF) Authority (Accounting, Audit, Transfer & Refund) Rules, 2016, as amended from time to time, the Company has appointed a Deputy Nodal Officer for assisting the Nodal Officer for the purposes of verification of claims and for liaising with the IEPF Authority.

5. Investor Correspondence

The Company and its RTA receive a multitude of requests, queries or grievances pertaining to various investor services such as dematerialisation, issuance of duplicate share certificate(s), transmission, name deletion, non-receipt of dividend(s), non-receipt of Annual Report(s) etc., either directly through registered e-mails, letters, calls etc, or through SEBI Complaints Redressal System (“SCORES”), Stock Exchanges, Securities Market Approach for Resolution Through Online Dispute Resolution (“SMART ODR”) or through any other statutory bodies.

6. Investor Service Requests (ISRs) and Statutory Timeline

Investors may submit request either via physical letter, duly signed, accompanied by the necessary documentation or electronically from their registered email ID to the Company and/or its RTA.

The Company and/or its RTA shall follow the below mentioned timeline prescribed by SEBI for processing various ISRs and redressal of investor queries, complaints etc:



Sr. No.	Nature of Service	Timeline (No. of days)
A.	Processing of requests for Registration of / Updation of / Change in	
1.	Name	30
2.	Signature	30
3.	PAN	15
4.	Nominee details	30
5.	Bank account details	15
6.	Contact details (Postal Address with PIN, E-Mail Address and Mobile Number)	15
B.	Other ISRs	
1.	Transmission	30
2.	Deletion of Name	30
3.	Exchange of share certificates	30
4.	Loss of Share Certificate / Issuance of duplicate Share Certificate (Letter of Confirmation)	30
5.	Transposition	15
6.	Dematerialization	15
C.	IEPF Related	
1.	Processing of request for issuance of Entitlement Letter	30
2.	Filing of E-Verification Report by the Company upon receipt of claim in Form IEPF-5	30
D.	Grievance Redressal	
1.	Redressal of investor grievance	21
E.	Request for Information	
	Providing response to the enquiries and request for information from the investors	
	a. E-mail communication	3
	b. Physical communication	15
	c. Physical or E-mail communication (disputed matters which require special handling in consultation with the Company or Advocates appointed by the Company)	30
F.	Other Activities	
	Allotment of securities	6

Sr. No.	Nature of Service	Timeline (No. of days)
	Intimation regarding distribution of corporate benefits (dividend, bonus, stock split)	
	a. E-mail communication	15
	b. Physical communication	30

In case the Company or its RTA requires supplementary information or documentation, the same shall be communicated within the aforementioned timelines. After receipt of the requested supplementary information to the satisfaction of the Company or its RTA, the request shall be processed within the applicable timeframe.

Requests or documents that are incomplete or invalid shall not be processed and will be returned to the investor with a detailed letter outlining the observations made by the Company/RTA.

It is expressly clarified that the above timelines shall not apply to requests concerning folios with stop remarks arising out of litigation or due to past fraud attempts. Such requests shall be actioned only after submission of a Court Order and / or satisfactory documentation for removal of the stop remark. The decision of the Compliance Officer in this regard shall be final.

7. Classification of Investor Communications

The Company and its RTA maintain a robust system for managing and responding to diverse communications received from the investors. To ensure efficient processing and appropriate response, based on the nature of communication, all investor communications are categorized in the following way:

A. Correspondences which shall be treated as general queries/requests:

- a) Multiple communications highlighting the same investor service request/query within the specified investor service timeline.
- b) Any information/procedure/query/documentation/report sought.
- c) Escalation of matter to the designated officials before the specified investor service timeline.
- d) Any communication with regard to sub-judice matters.
- e) Any service request/query for which a complete response is already provided.

B. Correspondences which shall be treated as complaints:

Any complaint received from statutory authorities, such as SEBI, MCA, ROC, any complaints received via Stock Exchanges as well as any escalation received regarding ISRs pending beyond the statutory timeline and such matters that the Company considers to be of a serious nature, shall be treated as a complaint.

8. **Investor Grievance Redressal Mechanism and Escalation Matrix:**

Investors are advised to primarily contact the RTA with all the requisite details and supporting documents at the below mentioned address for resolution of their queries/ grievances pertaining to the shares of the Company. The Company regularly monitors the status of the complaints and queries received by the RTA and presents the same before the Stakeholder Relationship Committee ("SRC") and the Board.

M/s. KFin Technologies Limited ("RTA")	
Designated email address	einward.ris@kfintech.com
Address	KFin Technologies Limited Unit - Hindustan Unilever Limited Selenium Tower B, Plot No 31 & 32, Gachibowli Financial District, Nanakramguda, Hyderabad – 500 032

The Company has also developed an Escalation Matrix for the ease of its investors to reach out to the right contacts in case of any escalations as under:

1. **Investor Service Department of the Company at -**
Email: levercare.shareholder@unilever.com;
Tel.: +91 22 5043 2791 / 92

2. **Manager – Investor Services & Deputy Nodal Officer for IEPF at -**
Email: HUL.IEPF@unilever.com;
Mob. : +91 86579 21862

3. **Company Secretary & Compliance Officer and Nodal Officer for IEPF at -**
Email: HUL.CompanySecretary@unilever.com
Ph No.+ 91 22 5043 2754

4. **Final escalation within the Company: Chairperson, SRC at -**
Email: Comsec.HUL@unilever.com

The detailed Escalation Matrix along with statutory escalations available and the complaint handling process under the SCORES and Smart ODR process is annexed herewith as Annexure-I. Investors can also access the Escalation Matrix on the website of the Company at <https://www.hul.co.in/investors/shareholder-information-and-contacts/investor-contacts/investor-grievance-redressal-mechanism-escalation-matrix/>.

9. Grievance Handling Measures

In compliance with Regulation 13(3) of the Listing Regulations, the Company, on a quarterly basis, submits a Statement of Investor Complaints to the Stock Exchanges and also presents the same before the SRC and the Board along with a detailed analysis. Furthermore, the Company also discloses the details of investor complaints in its Annual Report.

10. Adoption & Amendment of Policy:

This Policy was approved and adopted by the SRC vide their meeting held on 24th March, 2026 and is effective from the same date.

In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant statutory authorities, not being consistent with the provisions laid down under this Policy, then such amendment(s), clarification(s), circular(s), etc. shall prevail upon the provisions hereunder and this Policy shall stand amended accordingly from the effective date as laid down under such amendment(s), clarification(s), circular(s), etc.

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Annexure - I

Escalation Matrix

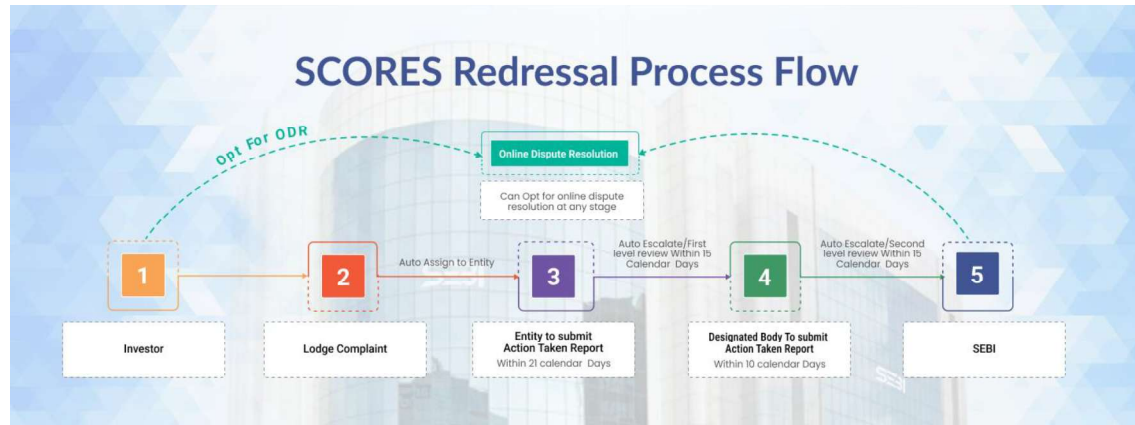
Any grievance not addressed by the RTA or in case of an unsatisfactory resolution provided by the RTA within the specified timeline, the following Escalation Matrix is available to the investor:

<u>Primary Contact / Escalation</u>	<u>Contact details</u>
1st Escalation - Investor Services Department	<p>Address: Hindustan Unilever Limited, Unilever House, B. D. Sawant Marg, Chakala, Andheri (E), Mumbai - 400 099.</p> <p>Contact Person: Mr. Milind Shelar Email: levercare.shareholder@unilever.com Tel.: +91 22 50432791 / 91 22 50432792</p>
2nd Escalation - Manager - Investor Services	<p>Contact Person: Ms. Uma Rajagopalan Manager - Investor Services and Deputy Nodal Officer for IEPF Email: HUL.IEPF@unilever.com Mob.: + 91 8657921862</p>
3rd Escalation - Company Secretary & Compliance Officer	<p>Contact Person: Ms. Radhika Shah Company Secretary & Compliance Officer and Nodal Officer for IEPF Email: HUL.CompanySecretary@unilever.com Tel.: + 91 22 50432754</p>
4th Escalation - Alternative 1 - Stakeholders Relationship Committee	<p>Chairperson: Mr. Ranjay Gulati Email Id: Comsec.hul@unilever.com</p>
4th Escalation - Alternative 2 - SCORES or Exchanges	<p>In case the Complaint stands unresolved / not resolved up to the satisfaction of Investor(s), they may lodge a complaint with:</p> <ol style="list-style-type: none"> SEBI (SCORES) Portal - https://scores.sebi.gov.in/; or Exchanges: <ul style="list-style-type: none"> BSE: https://investorhelpline.nseindia.com/NICEPLUS/ NSE: https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx

The process of handling SCORES Complaints along with the Company's approach on the same is detailed below:

Complaint Handling Process under SCORES and the Company's approach thereon

SEBI has provided a flow chart of the process of handling complaints under SCORES, which is reproduced below:



The explanation of the step-by-step process flowchart along with the Company's approach is as under:

I. Complaint:

- **Lodging of Complaint** - Once any complaint is lodged on SCORES, it starts reflecting on the Company's SCORES Portal. The Company is required to submit an Action Taken Report ("ATR") within **21 days** from the date of receipt of the Complaint. The Company also gets an option to 'seek clarification' from the Complainant if needed.
- **Disposal of Complaint** - The Complaint gets disposed if
 - Case 1: the Complainant is satisfied with the ATR provided by the Company; or
 - Case 2: no first level review is opted by the Complainant within 15 days of submission of ATR.
- **HUL's approach** - HUL endeavours to submit ATRs and resolve the subject matter of the Complaints as soon as possible and in most cases (not involving litigations/critical STOP remarks) within 7 days of receipt of Complaint.

HUL also submits interim responses where submission of final ATR is expected to take a little longer than the Company's usual turnaround time of 7 days.

All the Complaints received are closed with final ATR within the statutory timeline of 21 days and the Company endeavours to ensure no Complaint goes under further reviews.

II. Auto Escalate/First Level Review (Cognizance by Designated Body):

- **Complaint under first level review:** If the Complainant marks the ATR received as unsatisfactory within 15 days of submission of ATR by the Company or if no ATR is provided by the Company within 21 days of lodging Complaint, the Complaint gets routed to first level review.

Under this stage, the designated body (Stock Exchanges) takes cognizance of the Complaint and are required to submit an ATR, after discussion with the Company, within 15 days.

- **Disposal of Complaint -** The Complaint gets disposed if
Case 1: the Complainant is satisfied with the ATR provided by the Designated Body; or
Case 2: no second level review is opted by the Complainant within 15 days of submission of ATR.

III. Second Level Review (Cognizance by SEBI):

If the complainant remains unsatisfied with the ATR provided or in case no ATR is provided by the Designated Body within the said 15 days, SEBI takes Cognizance of such Complaint and seeks clarification from the Company and/or the Designated Body.

On receipt of a satisfactory clarification, the complaint is treated as disposed.

The Company requests the Shareholders to first approach the Company to raise their concerns before lodging a Complaint on the regulatory platforms for redressal of the same and use the escalations thereof as the last resort.

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