7SEAS ENTERTAINMENT LIMITED
INVESTOR GRIEVANCE REDRESSAL POLICY

(Approved/Amended by the Board of Directors on 18 July 2026)

CIN: L72900TG1991PLC013074

Registered Office: 5th Floor, Plot Nos. 92, 93 and 94, Kavuri Hills, Madhapur, Hyderabad, Telangana – 500081

Classification: Public – to be hosted on the Company's website

1. Objective

This Policy ensures timely, transparent and fair redressal of shareholder and investor grievances in accordance with Regulation 13 and Regulation 46 of LODR, SEBI circulars, SCORES and the Online Dispute Resolution framework.

2. Channels

Investors may contact the Company at finance@7seasent.com, the Registrar and Share Transfer Agent through details displayed on the website, SEBI SCORES or the SMART ODR Portal. The website shall provide current contact and escalation particulars.

3. Covered grievances

- Non-receipt of annual report, notices, dividend or corporate-action benefit.
- Transfer, transmission, transposition, dematerialisation and duplicate-certificate matters.
- KYC, nomination, bank mandate and folio updates.
- Voting, meeting, disclosure and communication concerns.
- Other securities-related complaints.

4. Registration and acknowledgement

Every complaint shall be logged with date, source, investor details, subject, owner, due date and status. Duplicate complaints shall be linked but not closed without response. Acknowledgement and reference number shall be provided where possible.

5. Resolution process

The Company Secretary/Compliance Officer shall coordinate with the RTA, depositories, finance and other functions; obtain records; communicate any document requirement clearly; and provide a reasoned response within the applicable timeline.

6. Escalation

Unresolved, repeated, ageing or systemic complaints shall be escalated to the Managing Director and Stakeholders Relationship Committee. Investors shall be informed of SCORES and ODR escalation rights.

7. Committee oversight and reporting

The Stakeholders Relationship Committee shall review complaint volumes, ageing, recurring causes, SCORES status and corrective actions. Quarterly statements and stock-exchange filings shall be made as prescribed.

8. Website disclosures

The website shall display the grievance email, Compliance Officer, RTA, SCORES and ODR links, complaint escalation process and other information required by Regulation 46.

9. Interpretation and overriding effect

Terms not specifically defined in this Policy shall have the meanings assigned to them under the Companies Act, 2013, the rules made thereunder, the applicable SEBI regulations and other governing law. References to statutes and regulations include amendments, clarifications, circulars and re-enactments. If any provision of this Policy conflicts with applicable law, the law shall prevail and this Policy shall be read as modified to the minimum extent necessary.

10. Administration and responsibility

The Board shall retain overall responsibility for this Policy. The committee or officer identified in this Policy shall administer it, maintain evidence of compliance and report material deviations. Every director, officer, employee, consultant and service provider within scope shall provide information and cooperation reasonably required for implementation.

11. Records, training and assurance

The Company Secretary/Compliance Officer shall ensure that approvals, registers, declarations, notices, reports, training records and supporting documents are retained for the period prescribed by law and the Company's document-retention schedule. Periodic awareness and role-based training shall be conducted. Internal audit or an independent reviewer may test compliance and recommend corrective action.

12. Review and amendment

This Policy shall be reviewed at least annually and earlier upon a material change in law, business model, organisation, risk profile or regulatory guidance. Material amendments shall be placed before the competent committee and the Board. The Managing Director and Company Secretary/Compliance Officer may jointly make clerical, contact-detail and statutory-reference corrections that do not alter substantive rights or obligations, subject to reporting to the Board.

For 7Seas Entertainment Limited
Company Secretary / Compliance Officer