

17<sup>th</sup> January 2017**BEST EMPLOYERS IN INDIA**  
Consistently in 2007, 2009 & 2011 - Study by Aon Hewitt

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

Dear Sir,

Pursuant to Regulation 13 (3) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose the Investor Grievance Redressal Certificate of the Bank received from our R & T Agents Karvy Computershares Private Limited for the quarter ended 31<sup>st</sup> December 2016.

Kindly acknowledge receipt.

Yours faithfully,  
**Kotak Mahindra Bank Limited**

*B.R. Chandarana*  
**Bina Chandarana**  
**Company Secretary &**  
**Executive Vice President**

Encl : as above.

**Kotak Mahindra Bank Limited**

CIN L65110MH1985PLC038137 T +91 22 61660000  
Registered Office: F +91 22 67132403  
27BKC, C 27, G Block www.kotak.com  
Bandra Kurla Complex  
Bandra (E), Mumbai - 400 051  
Maharashtra, India

**INVESTOR COMPLAINT CERTIFICATE**

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

This is to further certify that the investor grievance of the bank for the quarter ended 31.12.2016 is as follows :

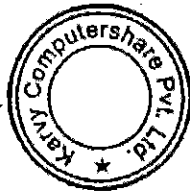
|                                                                |    |
|----------------------------------------------------------------|----|
| Investor Complaints pending at the beginning of the quarter    | 0  |
| Investor Complaints received during the quarter                | 2  |
| Investor Complaints disposed off during the quarter            | 1  |
| Investor Complaints lying unresolved at the end of the quarter | 1* |

Note \* : The pending investor complaint was resolved on 16.01.2017.

For **Karvy Computershare Private Ltd**



Authorised Signatory

**Karvy Computershare Private Limited**

Corporate office: "Karvy Selenium Tower B", Plot No. 31 & 32, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500 032, Telangana, INDIA. T: +91-40-67162222, 33211000, F: +91-40-23420814, e-mail: support@karvy.com

Registered Office: Karvy House, 46, Avenue 4, Street No.1, Banjara Hills, Hyderabad - 500 034.  
T: +91-40-2331-2454/2332-0751/752/251 | F: +91-40-2331-1968 | www.karvy.com | www.karvycomputershare.com | CIN: U72400TG2003PTC041636