

Contingency Plan

The company is providing internet trading through an order routing system to its registered clients. In case of any system failure, registered clients will have the option to execute their trades through the dealers at the following branches/locations.

BRANCH NAME	ADDRESS	CONTACT PERSON	TEL.NO
KOTTAYAM	Muthoot Crown Plaza, T.B.ROAD,686 001	ARUN KUMAR P P	9072526193, 9072526082, 9072526081
THYCADU	Ground Floor, Muthoot Chambers, Near Sastha Temple, Thycadu-695 014	RADHA VIJAYALAKSHMI	8848098950, 9072526148, 9072526054

As a contingency measure, it has been determined that if investors are unable to establish a link to their site or if the link is missed, they can contact the following individuals at the respective online trading desk as mentioned below:

BRANCH NAME	ADDRESS	CONTACT PERSON	TEL.NO
Kadavanthara	1st Floor, Alpha Plaza, K.P Vallon Road, Kadavanthara, Ernakulam Kochi, Kerala- 682020.	SEEMA M	9072526062, 9072526053, 9072526184

In case of any problems with the trading software, clients can contact the respective branches of M/s. Muthoot Securities Ltd. through which they are affiliated with the company.

If the branch personnel are unable to resolve the problem, they will contact the IT personnel at the following place:

BRANCH NAME	ADDRESS	CONTACT PERSON	TEL.NO
Muthoot Securities Ltd.	Alpha Plaza, 1st Floor K.P Vallon Road Kadavanthara, Kochi- 682020	Mr.Rinto.V.R (Designated Officer) Mr.Vishnu.Nair Mr.Abhilash K S	0484-4337512 0484-4337579 0484-4337517

Facility of Investor Risk Reduction Access (IRRA) – Exchange Platform.

The IRRA platform has been developed to reduce risks faced by investors in the eventuality of technical glitches at the trading member's end at both the primary site and disaster recovery site.

Its purpose is to provide investors with an opportunity to square off/close their open positions and cancel pending orders using the IRRA platform in case of technical glitches or unforeseen outages that render the Trading Member's site inaccessible.

Once the affected Trading Member requests or qualifies for invocation of IRRA, post completion of invocation process, IRRA platform will send SMS and email notifications to all the UCCs of the affected Trading Member, informing the investors about the availability of the IRRA platform for exiting or squaring off their open positions.

HOW TO ACCESS THE IRRA PLATFORM?

- You can access the IRRA platform from the following link: <https://login.irra.live/stocks/jsp/irra/>
- Mobile Application Link (App Store) - Search IRRA to download IRRA Mobile App.
- Mobile Application Link (Play Store) - Search IRRA to download IRRA Mobile App.