



**SREI INFRASTRUCTURE FINANCE LIMITED**

Registered Office: 'Vishwakarma' 86C, Topsia Road (South), Kolkata - 700 046

CIN: L29219WB1985PLC055352

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Email: corporate@srei.com Website: www.srei.com

**MEMBERS' FEEDBACK FORM 2017 - 18**

The Company endeavors to ensure maximum satisfaction of its investors and stakeholders at all times. It has adopted some of the best industry practices in dealing with the investors' correspondence and their requirements under the proximate monitoring of the Stakeholders' Relationship Committee of the Company.

In order to enable us to continually improve upon the quality of services provided to the shareholders, we shall appreciate if you spare some time to fill up the feedback form and submit.

The feedback form can also be downloaded from our website ([www.srei.com](http://www.srei.com)) and submitted electronically.

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**DP ID**

**E MAIL**

**CLIENT ID**

**Contact Number**

**FOLIO NO.**  
**(For holdings in  
physical mode)**

**1. Timely receipt of:**

|    |                                  |                                    |                                    |                               |  |
|----|----------------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Annual Reports                   | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Dividend                         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Other documents / correspondence | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**2. Quality and Contents of Annual Report:**

|    |                                |                                    |                                    |                               |  |
|----|--------------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Directors' Report              | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Report on Corporate Governance | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Shareholders' Information      | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | AGM Notice                     | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| e. | Financial Statements           | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| f. | Business Responsibility Report | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**3. Dissemination of information about the Company:**

|    |  |                                    |                                    |                               |  |
|----|--|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Through shareholder communication            | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Through Annual Reports                       | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Through Newspapers / Press                   | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | Through Company's website www.srei.com       | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| e. | Through e-mails                              | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| f. | Through Earnings Conference Call Transcripts | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**4. Response time and satisfaction level you have experienced in:**

|    |                                     |                                    |                                    |                               |  |
|----|-------------------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Transfer and Transmission of shares | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
|----|-------------------------------------|------------------------------------|------------------------------------|-------------------------------|--|

|    |                                       |                                    |                                    |                               |  |
|----|---------------------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| b. | Sub-division of shares                | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Issue of Duplicate share certificates | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | Change of address / other mandates    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| e. | Revalidation of Dividend Warrants     | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| f. | Exchange with new share certificates  | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| g. | Responses to requests                 | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| h. | Registration of Nomination            | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**5. Interaction with Company Officials:**

|    |                                     |                                    |                                    |                               |  |
|----|-------------------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Behaviour / Hospitality             | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Speed of Response / Turnaround time | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Solution to problems / queries      | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | Efficiency                          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**6. Interaction with Registrar & Share Transfer Agents (Karvy Computershare Private Limited):**

|    |                                     |                                    |                                    |                               |  |
|----|-------------------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Behaviour / Hospitality             | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Speed of Response / Turnaround time | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Solution to problems / queries      | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | Efficiency                          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**7. Investor Services Section of the Company's Website (www.srei.com):**

|    |                            |                                    |                                    |                               |  |
|----|----------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Appearance                 | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Navigation and ease of use | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Clarity                    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | Utility of Contents        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

**8. Annual General Meeting**

|    |  |                                    |                                    |                               |  |
|----|--|------------------------------------|------------------------------------|-------------------------------|--|
| a. | Overall arrangements at AGM                        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| b. | Attendance (Counter / Web-based) facilities at AGM | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| c. | Voting (E-voting / Insta Poll) on I-pads at AGM    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
| d. | Chairman's communication                           | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |

|           |                        |                                    |                                    |                               |  |
|-----------|------------------------|------------------------------------|------------------------------------|-------------------------------|--|
| <b>9.</b> | <b>Overall quality</b> | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Needs Improvement |
|-----------|------------------------|------------------------------------|------------------------------------|-------------------------------|--|

**Comments / Suggestions / Remarks (if any).**

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**Your kind suggestions will be taken into consideration at the earliest. The Company is extremely grateful to you for your feedback and we value your status as a Member of the Srei family.**

.....  
Signature of Member

Place: .....

Date: .....