



16th October, 2023

To,
National Stock Exchange of India Limited
Listing Compliance Department,
Exchange Plaza, Plot No. C – 1,
Block - G, Bandra Kurla Complex,
Bandra (E), Mumbai – 400051

Company Symbol: LLOYDS

Subject: Intimation of Communication sent to the Shareholders through E-mail on awareness of availability of Online Dispute Resolution (ODR) Mechanism

Dear Sir/Madam,

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular(s) dated July 31, 2023 and August 4, 2023, please find enclosed a copy of the Email communication sent to the Shareholders of the Company, on October 16, 2023, through NSDL, informing them about the process and availability of the Online Dispute Resolution (ODR) Mechanism.

The above intimation is given to you for information and record please.

Thanking you,
Yours Faithfully.

For and on behalf of Lloyds Luxuries Limited

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SHUBHADA
MAHENDRA | MAHENDRA SHIRKE
SHIRKE | Date: 2023.10.16
21:19:55 +05'30'

Shubhada Mahendra Shirke
Company Secretary & Compliance Officer
A66511
Place: Mumbai



Lloyds Luxuries Limited

Registered Office: Trade World, C Wing, 16th Floor, Kamala City,
Senapati Bapat Marg, Lower Parel (W), Mumbai 400013

Corporate Office: B-2, Unit No. 3, 2nd Floor, Madhu Estate,
Pandurang Budhkar Marg, Lower Parel, Mumbai 400013

Email Id: cs@lloydsluxuries.in | Tel: 022 68238888 |

Mobile Number: 8879952050 | Web: www.lloydsluxuries.in |

CIN: U74999mh2013plc249449

E-Notice

Dear Shareholders,

SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 on July 31, 2023 and Corrigendum cum Amendment to the said Circular, SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023 has introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate online conciliation and online arbitration for resolution of any disputes arising in the Indian Securities Market. The ODR Portal allows investors with additional mechanism to resolve the grievances in the following manner:

1. Level 1- Raise grievances/ disputes/ complaints with M/s. Bigshare Services Private Limited [Registrar and Transfer Agent ("RTA")]/ Company:

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with the RTA/ the Company.

Shareholders may lodge the same by sending an email to the RTA at investor@bigshareonline.com or info@bigshareonline.com and/or to the Company at cs@lloydsluxuries.in or by sending physical correspondence along with necessary supporting documents at:

Bigshare Services Private Limited

Office No S6 - 2, 6th Floor, Pinnacle
Business Park, Next to Ahura Centre,
Mahakali Caves Road, Andheri (East)
Mumbai – 400093.

Lloyds Luxuries Limited

B-2, Unit No. 3, 2nd Floor, Madhu Estate,
Pandurang Budhkar Marg, Lower Parel,
Mumbai – 400013.

2. Level 2 – SEBI SCORES:

Grievances/ disputes/ complaints which are not resolved at Level 1, or if the shareholder is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be raised on SEBI Complaints Redress System ("SCORES") which can be accessed at <https://www.scores.gov.in>.

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3. Level 3 – ODR Platform:

Alternatively, or at any stage of the subsequent escalations provided through the SCORES platform or having non-satisfied outcome, then the online dispute resolution process may be initiated through the ODR portal within the applicable timeframe under law at <https://smartodr.in/login>.

4. Important Notes:

- This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal without having to go through SCORES Portal (i.e., From Level 1 to Level 3), if the grievance lodged with the Company is not resolved satisfactorily.
- It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint/ dispute is not pending before any arbitral process, court, tribunal, or consumer forum or if the same is non-arbitrable under Indian law.
- There is no fee for registration of complaints/ disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the Company/respective market participant.
- Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars dated July 31, 2023 and August 4, 2023.

The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the website of the Company at www.lloydsluxuries.in.

(Path: Investors > Disclosures under Regulation 46 > Investor Contact (Email address for grievance redressal and other relevant details)).

For and on behalf of Lloyds Luxuries Limited

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Date: 2023.10.16
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Shubhada Mahendra Shirke

Company Secretary & Compliance Officer

A66511

Place: Mumbai

REGISTERED OFFICE: TRADE WORLD, C WING, 16TH FLOOR, KAMALA CITY, SENAPATI BAPAT MARG, LOWER PAREL (W), MUMBAI 400013

CORPORATE OFFICE: B-2, UNIT NO. 3, 2ND FLOOR, MADHU ESTATE, PANDURANG BUDHKAR MARG, LOWER PAREL, MUMBAI 400013

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