

To,
The Manager
National Stock Exchange of India Ltd
Exchange Plaza, Plot No.C-1, G Block
Bandra Kurla Complex, Bandra (East),
Mumbai - 400 051

Date: 20th March 2026

Security Code: ONEPOINT

Sub: Disclosure under Regulation 30 – Securing of New Contract from Piramal Finance Limited.

Ref.: Regulation 30 (Disclosure of event or information) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we wish to inform you that the Company has secured a new customer experience (CX) operations contract from Piramal Finance Limited.

In this regard, please find enclosed herewith the detailed press release titled: "One Point One Solutions Limited secures ₹60 crore, three-year CX operations contract with Piramal Finance Limited."

This is for your information and records.

Thanking you,
Yours faithfully,
For One Point One Solutions Limited



Pritesh Sonawane
Company Secretary & Compliance Officer
Place: Mumbai

Encl.: As above

ONE POINT ONE SOLUTIONS LIMITED

Corporate Office: C-42, TTC Industrial Area, MIDC, Village Pawane, Navi Mumbai, Maharashtra- 400 705.

T. 022 6687 3800 F. 022 6687 3889 CIN: L74900MH2008PLC182869 website: www.1point1.in

Reg. Office: Unit No. 501, 5th Floor, Naman Centre, G-Block, C-31, Bandra Kurla Complex, Bandra (E), Mumbai, Maharashtra, India, 400051.
Mumbai. Gurgaon. Indore. Bangalore Chennai



ONE POINT ONE SOLUTIONS LIMITED SECURES ₹60 CRORE, THREE-YEAR CX OPERATIONS CONTRACT WITH PIRAMAL FINANCE LIMITED; STRENGTHENS BFSI PORTFOLIO AND REVENUE VISIBILITY

Mumbai, India – 20 March 2026: One Point One Solutions Limited (NSE: ONEPOINT), a leading provider of technology-enabled Business Process Management (BPM) and customer experience operations, today announced the award of a INR 60 crore customer experience (CX) operations contract from Piramal Finance Limited for a period of three years.

Under this engagement, One Point One Solutions Limited will manage inbound and outbound customer experience operations, supporting customer service and sales processes across Piramal Finance's portfolio of financial products. The program will be delivered through the company's Mumbai and Chennai delivery centres, leveraging its strong operational expertise in managing large-scale CX programs for financial services institutions.

This three-year engagement provides strong revenue visibility and further strengthens 1Point1 Solutions' growing presence in the BFSI sector, one of the company's key growth verticals. The mandate reinforces the company's position as a trusted partner for leading financial institutions seeking to scale customer engagement and operational efficiency.

With its multi-city delivery model and deep expertise in customer lifecycle management, 1Point1 Solutions is well positioned to support Piramal Finance's growth ambitions while maintaining high service quality, operational discipline, and customer satisfaction.

This contract win further adds momentum to 1Point1 Solutions' growth trajectory as it continues to expand its footprint across high-growth sectors and strengthen long-term partnerships with leading enterprises.

ABOUT PIRAMAL FINANCE LIMITED:

Piramal Finance Limited is a retail-led upper layer NBFC with a pan-India presence, having served over 5 million customers across 26 states. The company manages Assets Under Management (AUM) of over ₹96,000 Cr and operates a distinctive phygital model—combining high-touch engagement across 13,000+ pin codes with high-tech capabilities including machine learning models, agentic AI tools and real-time dashboards.

In retail lending, Piramal Finance offers home loans, loans against property, used car loans, personal loans, digital loans and small business loans, with a strong focus on metro-adjacent, semi-urban and rural markets. In wholesale lending, the company provides asset-backed, data-driven solutions across real estate and select non-real estate sectors, with a focus on mid-segment residential projects and capital solutions for mid-market corporates.

With its digital-first approach and AI-enabled platforms, Piramal Finance is committed to expanding access to affordable credit and driving inclusive growth across India.

For more information visit: www.piramalfinance.com

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ABOUT ONE POINT ONE SOLUTIONS LIMITED:

One Point One Solutions Limited offers services across Customer Experience Management, Digital Transformation and Automation, Finance & Accounting Outsourcing, Trust & Safety, Supply Chain and Operations Management, Creator Economy Support and Medical Records and Litigation Support, working with enterprises in banking and financial services, fintech, e-commerce, healthcare, manufacturing, legal, construction and more.

Founded in 2008, 1Point1 Solutions Limited (1Point1) is a publicly listed, India-headquartered customer experience and operations management company with over 17 years of delivery expertise. The company operates nine global delivery centres and employs more than 8,000 professionals, serving clients across the US, Europe, Asia and India.

Backed by strong operational expertise and a growing GenAI and automation stack, 1Point1 is building a globally integrated, AI-first BPM platform anchored in deep domain knowledge and a multi-shore delivery model

***Disclaimer:** This press release contains “forward- looking statements” that is, statements related to future, not past, events. In this context, forward-looking statements often address our expected future business and financial performance, and often contain words such as “expects,” “anticipates,” “intends,” “plans,” “believes,” “seeks,” “should” or “will.” Forward-looking statements by their nature address matters that are to different degrees, uncertain. For us, uncertainties arise from the behaviour of financial industry, from future integration of businesses; and from numerous other matters of national, regional and global scale, including those of a political, economic, business, competitive or regulatory nature. These uncertainties may cause our actual future results to be materially different from those expressed in our forward-looking statements. We do not undertake to update our forward-looking statements.*



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