

**Amit Shinde**  
**Chief Manager, Surveillance**  
**National Stock Exchange of India Limited,**  
**C-1, G-Block, Bandra - Kurla Complex**  
**Bandra (E), Mumbai - 400 051, India**

**Scrip Code: 543320, Scrip Symbol: ETERNAL**  
**ISIN: INE758T01015**

**Sub: Clarification on news item appearing in "<https://www.business-standard.com/>" captioned "Zomato launches AI-powered hotline to simplify delivery partner onboarding"**

Dear Sir/Ma'am,

We are in receipt of your email bearing ref. no. NSE/CM/Surveillance/16455 dated February 10, 2026, seeking a clarification on news item appearing on **"<https://www.business-standard.com/>" - captioned "Zomato launches AI-powered hotline to simplify delivery partner onboarding"**.

We would like to confirm that we have indeed launched an AI-powered hotline with the intent of making the delivery partner onboarding process more convenient and hassle free. Such process improvements are a routine business matter and as such do not warrant any disclosure under Regulation 30 of the Securities and Exchange Board of India, 2015 (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Hope the above addresses your queries. We remain available to address any further queries that you may have.

The above information will also be hosted on the website of the Company i.e. [www.eternal.com](http://www.eternal.com).

**For Eternal Limited**  
**(Formerly known as Zomato Limited)**

**Sandhya Sethia**  
**Company Secretary & Compliance Officer**  
**Date: February 11, 2026**