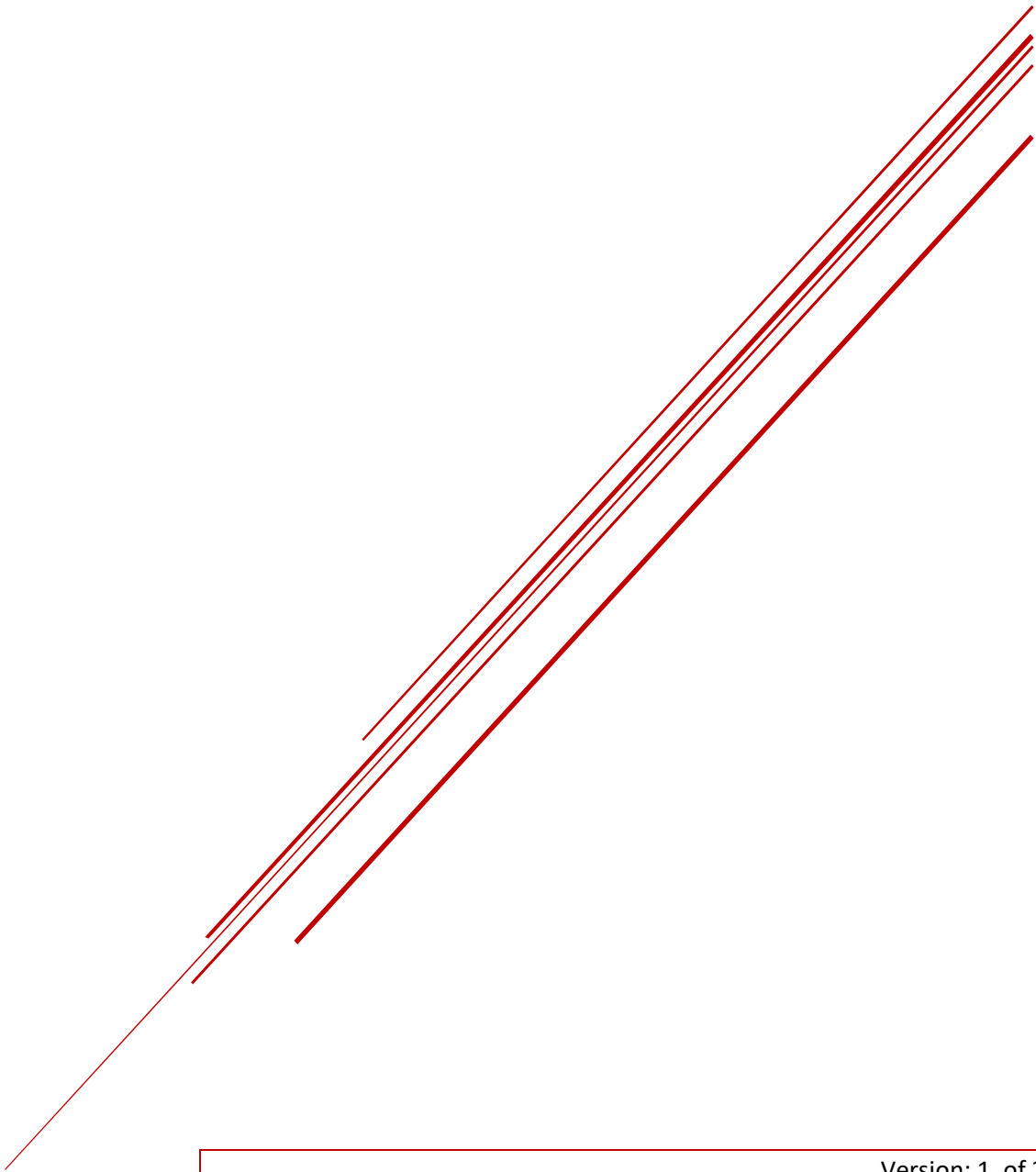


STAKEHOLDER ENGAGEMENT POLICY

Muthoot Finance Limited



Version: 1. of 2023

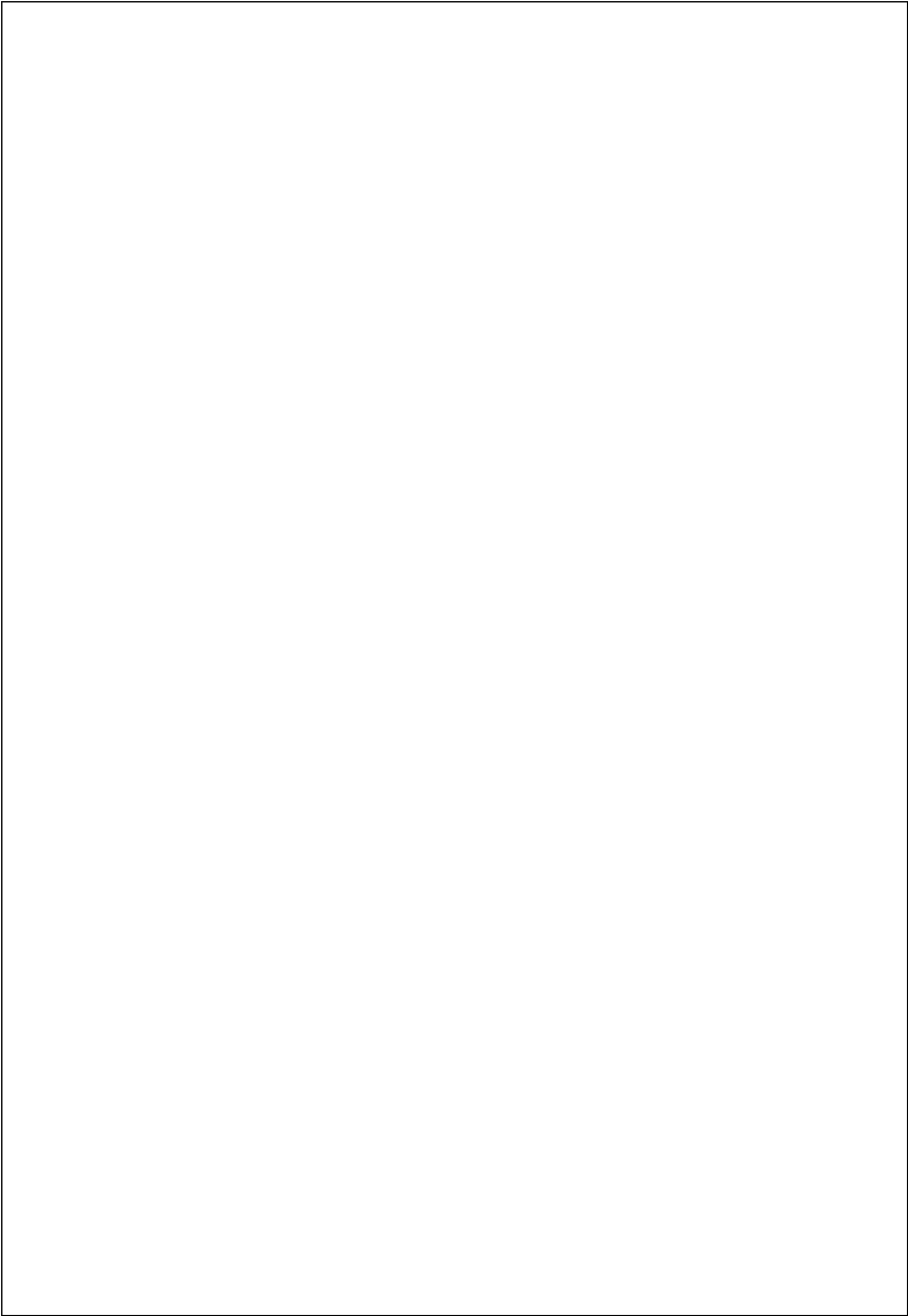
Version approved by: Policy Review Committee of Muthoot Finance Limited

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Last Modified on:

Next Review on: NA

Department: Office of Executive Director



STAKEHOLDER ENGAGEMENT POLICY

Muthoot Finance Ltd. believes stakeholder management and effective engagement with them forms a crucial part of any business operation, which in turn helps develop openness and trust. A well-founded stakeholder engagement process is fundamental towards achieving equitable and inclusive sustainable development.

To this end, the policy defines stakeholder as individuals or groups of individuals who are directly or indirectly impacted by the business operations of MFL. The company identifies employees, customers, investors, regulators, and communities as its key stakeholders.

The Stakeholders Engagement policy provides Company's broad approach and overarching framework in identifying, engaging, and managing stakeholders.

Through this policy MFL shall:

1. Recognize and engage with its stakeholders in a systematic manner, which is both reliable and transparent. This is in line with the MFL's Code of Conduct.
2. The company aims to comprehend both the expectations and concerns of all stakeholders, including those from vulnerable / marginalized communities while outlining the modes of communication and scope of engagement.
3. Appropriate designing of engagement methods which are transparent, inclusive, complete, material and culturally appropriate.
4. Suitable resources and responsibilities shall be assigned for effective stakeholder engagement
5. Endeavor to warrant that the ensued benefits from the value generated by the business gets fairly distributed within all stakeholder groups and any disputable issues are resolved in an impartial and equitable manner.
6. Any ensuing stakeholder differences or grievances shall be addressed in an unbiased, fair, judicious and constructive manner.
7. MFL shall be accountable and maintain transparency about policy related decisions, impacts, services on all stakeholder groups and the overall natural environment.
8. Stakeholder engagement activities information will be disclosed on an annual basis.
9. Stakeholder engagement methods shall be kept participatory and non-discriminatory to ensure healthy interactions.
10. Efforts shall be taken by MFL to continually improve the stakeholder engagement process.
11. Various communication channels will be used to promote and generate awareness on ESG, principles and stakeholder engagement methods across different levels of the organization.

Process for stakeholder identification and engagement

MFL is committed to transparent and participative engagement with our internal / external stakeholders.

Our stakeholder identification and engagement process:

- Identification and prioritization of stakeholders
 - Stakeholders shall be identified as individuals/groups who may either influence or be interested or affected by MFL's business operations. They can be categorized as under:
 - people who are either directly or indirectly dependent on MFL activities and products
 - people who can influence or have a bearing impression on MFL's strategy or operations
 - people who are core MFL operations with the business depending on them
 - people or groups to whom MFL has an existing or may have imminent operational, commercial, legal, or moral responsibilities.
 - MFL classifies its key stakeholders into the following categories: employees, customers, investors, suppliers, regulators and communities.
- A stakeholder engagement plan shall be developed. In this regard to remove the possibility of biasness, help may be sought from external third parties to conduct stakeholder interactions.
- Prior to each discussion, the scope and purpose of discussion shall be decided by MFL.
- There shall be periodic review of the frequency and methods of engagement with stakeholder groups.
- For effective engagement MFL may provide capacity building and training to stakeholders.
- From time-to-time potential stakeholder engagement risks shall be analysed and appropriate strategies formulated to address them.
- The stakeholder engagement discussion, action items and any outcomes of engagement shall be documented and reviewed.

Stakeholders Engagement Mechanisms

Stakeholder group	Engagement mechanisms
Customers	Customer Satisfaction Survey Customer feedback Personal Interaction
Community	Surveys

	Personal Interaction Project based discussions CSR activities
Employees	Surveys Trainings Personal Interactions Departmental Meetings
Suppliers	Supplier meetings Personal Interactions Project based discussions
Government authorities and regulatory bodies	Scheduled meetings Industry forums
Investors and lenders	Earnings calls Annual Reports Investor Meets

Frequency of Stakeholders Engagement Mechanisms shall be decided by the committee/Board of Directors from time to time.

This policy shall be reviewed annually or earlier as warranted for its suitability and updated as necessary

Dated:

Signing Authority