

# SHAREHOLDERS' GRIEVANCE REDRESSAL SYSTEM

Our Investor Relations team places high priority towards investor queries and complaints. We take every step possible to promote transparency and resolve issues of our investors in an expedient manner. General queries of shareholders are related to receipt of dividend. Unique Hotel & Resorts PLC aims at empowering the investors by providing them an effective and efficient process to resolve their complaints or quarries to settle their dividend and the undistributed / unclaimed dividend from CMSF. UHR PLC accords highest

priority for resolving of investor complaints/disputes and therefore the Company has a dedicated grievance redressal team and they report and place the complains within 24 hours to the shareholders' grievance redressal committee, as a part of Share Department, places high priority against the complaints and queries of the shareholders. The team takes every possible step to address and deliver the results within shortest possible time to the investors query, complain and grievance within the framework of prevailing laws and regulations.

## COMMON AREAS OF REDRESSAL



Transfer & transmission of share



Non receipt of dividend



Non receipt of annual report



Information on quarterly & annual Financial Statements



Updating of bank account for payment of dividend



Issuance of shareholding certificate, dividend certificate & others



Re-issue of dividend warrant



Clarification of PSI



Revalidation of dividend warrants



Resolution of succession issues as per respective laws



Any other issue raised by the shareholders of the Company

## Investor relations initiative

### GRIEVANCE REDRESSAL

UHR PLC addresses shareholder concerns through transparent processes and timely resolutions, building trust and accountability at every level of engagement.

### Outcomes

- » Increased trust and transparency
- » Effectively addressing Investor Grievances in a timely manner
- » Greater investor awareness and education
- » Enhanced investor confidence
- » Robust market performance
- » Enhanced corporate reputation and brand value



**ZERO**

Pending complaints during FY 2024-25

## UHR'S MECHANISM FOR REDRESSAL

The management of the Company has assigned a designated officer to receive complaints from the shareholders. The investors/shareholders of the Company can make their complaints through the following modes:

- Investors are encouraged to address their queries via e-mail: info@uhrld.com

Shareholders can also contact the Company's Secretarial Department in person at the Corporate Office of the Company or over phone at Telephone: (880 2) 22225116-23, 54893 (Ex. 1608).





- Investor Relations team acknowledges the complaint and contacts the investors to confirm their identity:
  - Shareholders BOID
  - Shareholders Name
  - Shareholders Bank Details

- Investor Relations Team after verifying the Shareholder details, addresses their queries and provides necessary information.
- Investors can also register their complaints and queries through an application addressed to the Company Secretary.

## SHAREHOLDERS' GRIEVANCE REDRESSAL SYSTEM

We follow these principles with regard to shareholders' grievance redressal system:

- All shareholders be treated equally.
- All queries raised by investors be dealt promptly and with courtesy.
- All queries be resolved efficiently and fairly within the regulatory framework.

Process for Submitting Grievance/Queries			
	The Company has a designated e-mail ID: info@uhrld.com on which investor(s) can lodge their grievance / complaint. The designated person of the Share Department monitors the said e-mail ID on a daily basis to check whether any new complaint has been lodged.		The Company also has a designated telephone number: Telephone: (880 2) 22225116-23, 54893 (Ex. 1608) of Share Department for receiving verbal complaints and grievances of the investors.
	An investor can make a written complaint through a letter to the mailing address: Share Department <b>Mr. Md. Abdul Kawim Sikder</b> Manager-Share Department Unique Hotel & Resorts PLC Borak Mehnur, 51/B Kemal Ataturk Avenue, Banani, Dhaka-1213, Bangladesh		An investor may make a written complaint through fax of the company on Fax number: Fax: (880 2) 222254894

## REDRESSAL OF INVESTORS' QUERIES DURING THE YEAR 2024-25

- Provided annual reports to the shareholders from office premises for non-receiving of the same which has been sent earlier to them via email.
- Proactively communicated to the shareholders for collection of unsettled/unclaimed dividend.
- Recommended to Capital Market Stabilization Fund (CMFS) for settlement of claim (dividend) of shareholders.
- Issued shareholding certificate, dividend tax certificate, dividend notice etc. on demand.

