

TransCorp Investor Relations Unit Shareholder Care Policy.

Scope:

This Shareholder Care policy document sets out the manner and circumstances in which TransCorp shareholders may contact TransCorp and how TransCorp will provide assistance in addressing shareholders' concerns.

This document also provides the opportunity for TransCorp shareholders to provide feedback to TransCorp on matters that affect shareholders.

The policy and measures of redress contained in this document only relate to TransCorp shareholders, and does not extend to the customers, clients, suppliers, or other stakeholder constituencies of TransCorp and TransCorp subsidiary companies.

Objective:

This policy has been designed to ensure enquiries and complaints from TransCorp shareholders are managed and addressed in an efficient, fair and prompt manner. The policy stated here enables shareholders to access the appropriate TransCorp contacts who will handle their specific complaints, resolutions and feedback.

TransCorp's commitment:

TransCorp is committed to providing high standards of services for shareholders, including:

- Efficient and easy access to shareholder information
- Enabling shareholders to have shareholder-related matters acknowledged and addressed; and
- Means for shareholder enquiries and complaints to be appropriately handled.

Enquiries and Complaints to TransCorp:

TransCorp is committed to responding to shareholders' enquiries and complaints fairly and promptly, whether by email, telephone, fax or post. Once the enquiry has been received, the Investor Relations Unit will:

- Answer helpfully
- Carefully listen and consider the enquiry or complaint
- Record all relevant details
- Confirm the particulars received (if the enquiry is by phone)
- Explain the courses of action available

- Clearly and articulately articulate the response
- Refer and escalate the call (if required); and
- Follow-up and keep the shareholder informed until the matter is resolved.

TransCorp's response:

TransCorp will commence an investigation into the enquiry or complaint within one business day of receiving notice from the shareholder.

TransCorp will provide a response within a reasonable period, and not greater than five business days.

If TransCorp is not in a position to respond within five working days, then TransCorp will contact the shareholder to acknowledge receipt of the enquiry or complaint and confirm that the matter is being investigated. Delays may be experienced in some situations, including where documents need to be retrieved from storage or replies received from non-TransCorp third parties such as Registrars or stockbrokers.

TransCorp will respond using the same or similar medium that was used for the initial enquiry, whether by email, phone, post or fax, unless otherwise notified to or agreed with the shareholder.

TransCorp will record enquiries and complaints:

TransCorp will record details about an enquiry or complaint to assist in the thorough investigation of the matter. The details recorded may include the following:

- Name of the shareholder
- The date and time that the enquiry was made (if received by post) and the date and time that the enquiry was received if made via telephone, email or fax.
- Telephone, email, postal and any other relevant contact details of the shareholder. TransCorp encourages shareholders to provide direct contact details and the contact that they check or use most frequently (telephone, email or post)
- Nature of enquiry or complaint
- What the shareholder is seeking
- Whether there is any cost associated
- Action taken
- Copy of all correspondence sent to the shareholder

TransCorp will liaise with the Registrars:

During the course of investigating a shareholders enquiry, complaint or feedback, TransCorp may liaise with the company's share registry. If necessary, TransCorp's share registry will include:

- Determination of the facts

- Determination of what action has been taken by the Registrars (if any) and whether this has been communicated to the shareholder
- In case, the shareholder is still not satisfied with the above, TransCorp will co-ordinate a more satisfactory treatment of the matter with the assistance of the Registrars.

Escalating an Enquiry or Complaint:

In rare cases, a shareholder enquiry or complaint may be escalated to the Company Secretary and in extreme cases, executive management.

Resolving an enquiry or complaint:

Once TransCorp has received an enquiry or complaint, TransCorp will then:

- Commence an Investigation
- Determine whether the enquiry or complaint relates to a breach of legislative or regulatory requirements and if so, determine what notification to the regulatory body is appropriate (if any);
- Determine the course of action; and
- Communicate the response of the shareholder.

Subsequent review of Policy:

TransCorp's Shareholder Care policy is driven by the needs of shareholders. As such, when these needs evolve, TransCorp would make changes in its Shareholder Care policy to reflect these new needs. Equally important, TransCorp will identify and analyze systemic and recurring problems and put in place remedial actions to prevent recurrence of similar problems.