

YES BANK LIMITED

CIN: L65190MH2003PLC143249

Registered Office: 9th Floor, Nehru Center, Discovery of India, Dr. A. B. Road, Worli, Mumbai - 400 018, India.
Tel.: +91 (22) 3366 9000 Fax: +91 (22) 2490 0314 Website: www.yesbank.in Email: shareholders@yesbank.in

SHAREHOLDERS' SATISFACTION SURVEY 2018

Dear Shareholders,

We at YES BANK (the '**Bank**') have always strived to provide the best possible services to our investors and customers while maintaining the highest level of Corporate Governance in the Bank.

As a part of our constant endeavour to improve shareholder service standards we seek your feedback through this survey.

We request you to fill the questionnaire given below and send it back to us, to enable us to serve you better.

Thank You,

Shivanand R. Shettigar

Company Secretary

Name	:	
Contact Person (In case of Corporate Holding)	:	
Folio No./DP ID No. Client ID No.	:	
No. of shares held	:	
Name of City / Village	:	
E-mail ID	:	
Contact No.	:	



I. CONTENT OF THE ANNUAL REPORT OF THE BANK

5 – Excellent, 4 – Very Good, 3 –Good, 2 –Satisfactory, 1 – Needs Improvement

Parameters	5	4	3	2	1
Design & Layout					
Quality of Printing & Delivery					
Overall Content of Annual Report					

II. INVESTOR RELATIONS SECTION ON THE WEBSITE OF THE BANK

5 – Excellent, 4 – Very Good, 3 –Good, 2 –Satisfactory, 1 – Needs Improvement

Parameters	5	4	3	2	1
Quality & Relevance of Information					
Level of Corporate Governance					
Navigability					

III. SERVICES PROVIDED BY KARVY COMPUTERSHARE PRIVATE LIMITED, OUR REGISTRAR & SHARE TRANSFER AGENTS

5 – Excellent, 4 – Very Good, 3 –Good, 2 –Satisfactory, 1 – Needs Improvement

Parameters	5	4	3	2	1
Quality of response					
Speed of response					
Accessibility					

IV. HOW DO YOU RATE THE RECEIPT OF VARIOUS DOCUMENTS

5 – Excellent, 4 – Very Good, 3 –Good, 2 –Satisfactory, 1 – Needs Improvement

Particulars	5	4	3	2	1
General Notices					
Annual Report					
Dividend / ECS intimations					
Others (Mid-year communication, transfer/transmission related. etc.)					

V. OVERALL ASSESSMENT OF INVESTOR SERVICE STANDARDS OF THE BANK

5 – Excellent, 4 – Very Good, 3 –Good, 2 –Satisfactory, 1 – Needs Improvement

Parameters	5	4	3	2	1
Quality of Service					
Speed of response					
Adequacy of response received					

VI. DO YOU HAVE ANY GRIEVANCE WHICH IS NOT ADDRESSED SO FAR

☐ YES ☐ NO

(If yes, Please provide a brief summary of the grievance)

THANK YOU FOR YOUR SUPPORT
YOUR FEEDBACK IS IMPORTANT TO US!