

MARI PETROLEUM COMPANY LIMITED

Investors' Relations & Grievance Policy

1. Introduction:

- 1.1 MPCL is a Public Listed Company, having a Paid-up capital of Rs. 1102.5 million divided into 110.25 million Ordinary Shares of Rs. 10 each and 1059 million Preference Shares of Rs. 10 each.
- 1.2 Ordinary Shares of the Company are quoted/ traded on all the three Stock Exchanges of the Country i.e. Karachi Stock Exchange, Lahore Stock Exchange and Islamabad Stock Exchange.
- 1.3 The trading symbol of the Company is MARI.
- 1.4 80% shares of the Company are held by Institutional shareholders comprising Fauji Foundation (40%), OGDCL (20%) and GoP (20%).
- 1.5 Remaining 20% shares are held by general public. The number of these shareholders remains within 3200 and 4000.
- 1.6 The Company's Ordinary Shares are traded electronically through CDC and manually through transfer of physical shares. Approximately 40.92% of the Company's Ordinary Shares are held in physical form while remaining 59.08% shares are held in Central Depository Company (Private) Limited (CDC).
- 1.7 M/s Corplink (Private) Limited Lahore is the Shares Registrar of the Company.

2. Objective:

- 2.1 The objective of this Policy is to safeguard and protect the interest of the investors while ensuring that their grievances are resolved quickly and efficiently.

3. Definitions:

- 3.1 The term 'Investor' used throughout this policy means Shareholders of the Company and includes both the Ordinary Shareholders and Preference Shareholders.
- 3.2 The term 'grievance' refers to a concern, problem or complaint by an investor. A grievance may, inter alia, pertain to the issuance of share certificates, transfer of shares, dividend/bonus shares, tax/zakat on dividend and allied matters.

4. Policy Statement:

- 4.1 The Management is committed to ensure that grievances notified by the investors are handled and resolved efficiently at an appropriate level within shortest possible time.
- 4.2 The Management of the Company is also committed to provide equal and fair treatment to all investors through transparent investor relations, increased awareness, effective communication, and prompt resolution of investor's complaints. Further, the Company maintains record of all such grievances along with actions taken for resolution, and prepares summary of resolved, unresolved/ unsettled issues on monthly basis.
- 4.3 Main principles of the Investors Grievance Policy are as follow:
 - 4.3.1 All the investors are treated fairly and equally at all times.
 - 4.3.2 Complaints raised by investors are dealt with courtesy and in a timely manner.
 - 4.3.3 The Management works in good faith and without prejudice towards the interests of any of the investors.

5. GRIEVANCE HANDLING PROCEDURE:

- 5.1 The Company has internally established a mechanism for investor services and grievances handling. The Company has hired the services of an independent Share Registrar and has a dedicated section (Shares Section) within the Corporate Affairs Department to resolve issues of the investors.
- 5.2 Salient features of Investors Grievance Handling Mechanism at the Company are enumerated below:
 - 5.2.1 Complaints are initially lodged with the Share Registrar of the Company who expeditiously takes necessary action under intimation to the Company. The Shares Registrar forwards the complaints to the Company if these fall outside their domain.
 - 5.2.2 The investors can also submit a complaint using Complaint Form available at the Company's website in line with directives of SECP. On successful submission, Complaint Form is automatically diverted to email address of the Company Secretary, AM Shares and IT department simultaneously.
 - 5.2.3 The Company has an official email address (info@mpcl.com.pk) for general correspondence. However, any complaint submitted by investors on this address is also properly addressed.
 - 5.2.4 The grievances can also be notified through phone, fax or post to the Company. The phone number, fax number, email address and correspondence

address are mentioned on every correspondence with the investors and are also available on the website of the Company.

- 5.2.5 The Shares Section of Corporate Affairs Department checks the official email address on a daily basis for new complaints lodged by the investors.
- 5.2.6 The Shares Section records all the complaints received through email, fax, post, Share Registrar, SECP, and/or Stock Exchanges on a daily basis in an Investors' Complaint Register (Format attached at Annex-A) being maintained at the Corporate Affairs Department.
- 5.2.7 After obtaining relevant information and conducting requisite investigation regarding the complaint, the Shares Section undertakes to resolve the complaint at the earliest.
- 5.2.8 The Company adheres to the practice of resolving investors complaints within Ten (10) working days of the receipt thereof. A letter/email in this regard is sent to the investor with intimation to the Shares Registrar/SECP/Stock Exchanges, as the case may be, duly signed by the Company Secretary.
- 5.2.9 The Shares Section prepares a Monthly Report for review by the Company Secretary stating the number of complaints received, resolved and outstanding.
- 5.2.10 A Status Report on monthly basis is also obtained from the Share Registrar in respect of various correspondences and complaints against the Company.

Place: Islamabad

Date : April 13, 2015

Registered Office at 21, Mauve Area, 3rd Road, G-10/4

Islamabad, Pakistan

Website: www.mpcl.com.pk

Email: info@mpcl.com.pk

Shareholders Complaint Register

S.N	Folio No.	Name	Particulars	Date Received	Action	Settlement Date	Remarks