

CIN No.: L72900DL2012PLC244966
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ANNEXURE-A

S. No.	Details of Event	Information
1)	Reason for change viz. appointment/ re-appointment, resignation, removal, death or otherwise	The Board of Directors in their meeting held today based on the recommendation of the Nomination and Remuneration Committee, approved the appointment of Mr. Amarpreet Singh as Chief Customer Officer and Senior Management Personnel of the Company.
2)	Date of appointment/ reappointment/ cessation (as applicable) & term of appointment/ re-appointment	September 22, 2025
3)	Brief profile (In case of appointment)	<p>Mr. Singh is a seasoned executive leader with over two decades of global experience in Customer Success, Service Delivery, and Customer Experience transformation, leading large, distributed teams globally, with deep capabilities in customer lifecycle management, advocacy, and financial impact through operational excellence.</p> <p>At RateGain, he is appointed as the Chief Customer Officer, and will be responsible for building and scaling a tech-augmented delivery organization that ensures seamless implementation, rapid onboarding, and continuous customer value realization across RateGain's AI-powered SaaS platforms.</p> <p>His mandate will focus on:</p> <ul style="list-style-type: none"> • Driving AI-enabled delivery models to reduce go-live timelines and enhance scalability. • Leading customer journey transformation, ensuring high onboarding completion rates and superior Net Promoter Scores. • Implementing AI-driven support automation to significantly reduce resolution times and escalations. • Deploying predictive churn and retention frameworks to lower attrition and maximize long-term customer value. • Partnering with Sales, Product, and Engineering teams to unlock upsell and cross-sell opportunities through data-driven insights.
4)	Disclosure of relationships between directors (in case of appointment of a director)	Not Applicable