

## **NOTICE**

Notice is hereby given that the Annual General Meeting of the members of **Teleperformance Global Business Private Limited (formerly known as CRM Services India Private Limited)** will be held at **shorter notice** on **Friday, September 27, 2024** at 2:30 PM at the Registered office of the Company situated at Teleperformance Towers, Plot CST No. 1406 - A / 28, Mindspace, Goregaon (West), Mumbai – 400 104, to transact the following business:

### **Ordinary Business:**

1. **To receive, consider and adopt:**

- a) the Audited Standalone Financial Statements of the Company for the financial year ended March 31, 2024, together with the Reports of the Board of Directors and the Auditors thereon; and
- b) the Audited Consolidated Financial Statements of the Company for the financial year ended March 31, 2024, together with the Report of the Auditors thereon.

### **Special Business:**

2. **To Appoint of Mrs. Teri O'Brien (DIN: 10235471) as a Director of the Company:**

To Consider and, if thought fit, to pass with or without modifications, the following resolution as an Ordinary Resolution:

“**RESOLVED THAT** pursuant to the applicable provisions of the Companies Act, 2013 read with rules made thereunder, Mrs. Teri O'Brien (DIN: 10235471), who was appointed as an Additional Director (Non-Executive-Professional) of the Company w.e.f. June 19, 2024 and who holds the office upto the date of this Annual General Meeting of the Company in terms of Section 161(1) of the Companies Act, 2013 (“Act”), including any statutory modification(s) or re-enactment(s) thereof for the time being in force and who is eligible for appointment as a Director, be and is hereby appointed as a Director (Non-Executive-Professional) of the Company.”

3. **To Appoint of Mr. Olivier Rigaudy (DIN: 08276794) as a Director of the Company:**

To Consider and, if thought fit, to pass with or without modifications, the following resolution as an Ordinary Resolution:

“**RESOLVED THAT** pursuant to the applicable provisions of the Companies Act, 2013 read with rules made thereunder, Mr. Olivier Rigaudy (DIN: 08276794), who was appointed as an Additional Director (Non-Executive-Professional) of the Company w.e.f. June 19, 2024 and who holds the office upto the date of this Annual General Meeting of the Company in terms of Section 161(1) of the Companies Act, 2013 (“Act”), including any statutory modification(s) or re-enactment(s) thereof for the time being in force and who is eligible for appointment as a Director, be and is hereby appointed as a Director (Non-Executive-Professional) of the Company.”

### **Registered Office:**

**Teleperformance Towers, Plot  
CST No. 1406 - A / 28,  
Mindspace, Goregaon (West),  
Mumbai – 400 104**

**By Order of the Board  
For Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)**

**VINOD** Digitally signed  
by VINOD MEHTA  
Date: 2024.09.24  
18:21:37 +05'30'

**MEHTA**

**Date: September 24, 2024**

**Vinod Mehta  
Director  
DIN: 08634511**

**NOTES:**

- (a) The Notice is issued pursuant to the provisions of Section 101 of the Companies Act, 2013 and the Articles of Association of the Company;
- (b) An Explanatory Statement setting out the material facts pursuant to Section 102 of the Companies Act, 2013, in respect of the special business to be transacted at the meeting is annexed hereto as **Annexure A**;
- (c) The Notice of the AGM and the Annual Report for FY 2023-24 is being sent through electronic mode to those Members whose e-mail addresses are available with the Company unless a member requests for physical copy;
- (d) Pursuant to the provisions of the Companies Act, 2013, a member entitled to attend and vote at the meeting is entitled to appoint one or more proxies to attend and vote instead of himself/herself only on a poll and the proxy (ies) need not be a member. A proxy form is attached herewith as **Annexure B**;
- (e) The instrument of Proxy in order to be effective, should be deposited at the Registered Office of the Company, duly completed, and signed, not less than 48 hours before the commencement of the meeting. Proxies submitted on behalf of the companies, societies etc., must be supported by an appropriate resolution/authority, as applicable;
- (f) Corporate Members intending to send their Authorized Representatives to attend the Meeting are requested to send a certified copy of the Board Resolution pursuant to Section 113 of the Companies Act, 2013 authorizing their representative to attend and vote on their behalf at the meeting;
- (g) All the documents mentioned in this Notice, the explanatory statement and statutory registers are open for inspection by the members at the Registered Office of the Company on all working days, except Saturdays, during business hours up to the date of the Meeting;
- (h) Route Map is enclosed herewith as **Annexure C**; and
- (i) As the Annual General Meeting of the Company has been called at shorter notice, Members of the Company are requested to give their consent in the prescribed format enclosed with the notice as **Annexure D** and submit the same with the Company.

**Annexure A:****Explanatory Statement under Section 102 of the Companies Act, 2013 and the Rules made thereunder:****Item No. 2:**

Pursuant to the provisions of Section 161(1) of the Act, Mrs. Teri O'Brien (DIN: 10235471), who was appointed as an Additional Director w.e.f. June 19, 2024, shall hold office up to the date of this Annual General Meeting ("AGM") and is eligible to be appointed as a Director. The Board is of the opinion that her presence on the Board is desirable and would be beneficial to the Company and hence recommends her appointment as a Director.

In terms of Secretarial Standards, the information of Mrs. Teri O'Brien (DIN: 10235471) is provided as Annexure to this Notice.

Accordingly, the Board recommends the passing of the resolution, at item No. 2 of this notice, by the Members, as an Ordinary Resolution.

Except for Mrs. Teri O'Brien (DIN: 10235471) and her relatives, no other Directors and Key Managerial Personnel of the Company and their respective relatives are, in any way, concerned or interested, in the Resolution set out in Item No. 2 of the Notice.

**Item No. 3:**

Pursuant to the provisions of Section 161(1) of the Act, Mr. Olivier Rigaudy (DIN: 08276794), who was appointed as an Additional Director w.e.f. June 19, 2024, shall hold office up to the date of this Annual General Meeting ("AGM") and is eligible to be appointed as a Director. The Board is of the opinion that his presence on the Board is desirable and would be beneficial to the Company and hence recommends his appointment as a Director.

In terms of Secretarial Standards, the information of Mr. Olivier Rigaudy (DIN: 08276794) is provided as Annexure to this Notice.

Accordingly, the Board recommends the passing of the resolution, at item No. 3 of this notice, by the Members, as an Ordinary Resolution.

Except for Mr. Olivier Rigaudy (DIN: 08276794) and his relatives, no other Directors and Key Managerial Personnel of the Company and their respective relatives are, in any way, concerned or interested, in the Resolution set out in Item No. 3 of the Notice.

**Registered Office:**

**Teleperformance Towers, Plot  
CST No. 1406 - A / 28,  
MindSpace, Goregaon (West),  
Mumbai - 400 104**

**Date: September 24, 2024**

**By Order of the Board  
For Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)**

**VINOD  
MEHTA**

Digitally signed  
by VINOD MEHTA  
Date: 2024.09.24  
18:21:55 +05'30'

**Vinod Mehta  
Director  
DIN: 08634511**

**Annexure B:**
**Form No. MGT-11  
Proxy Form**

[Pursuant to Section 105(6) of the Companies Act, 2013 and rule 19(3) of the Companies (Management and Administration) Rules, 2014]

**CIN** : U72900MH2001PTC395416  
**Name of the Company** : Teleperformance Global Business Private Limited (formerly known as CRM Services India Private Limited)  
**Registered office** : Teleperformance Towers, Plot CST No. 1406 - A / 28, Mindspace, Goregaon (West), Mumbai, Maharashtra 400104 India

<b>Name of the member (s):</b>	
<b>Registered address:</b>	
<b>E-mail Id:</b>	
<b>Folio No/ Client Id:</b>	
<b>DP ID:</b>	

I/We, being the member (s) of ..... shares of Rs. ..../- each of [ ], hereby appoint

- Name:  
Address:  
E-mail Id:  
Signature:....., or failing him/her
- Name:  
Address:  
E-mail Id:  
Signature:....., or failing him/her

as my/our proxy to attend and vote (on a poll) for me/us and on my/our behalf at the Annual General Meeting of the Company to be held on Friday, September 27, 2024 at 2:30 P.M. at the registered office of the Company situated at Teleperformance Towers, Plot CST No.1406-A/28, Mindspace, Goregaon - West, Mumbai – 400 104, and at any adjournment thereof in respect of such Resolutions as are indicated below:

<b>Sr. No.</b>	<b>Resolutions</b>
<b>Ordinary Business:</b>	
1 a)	To receive, consider and adopt the Audited Standalone Financial Statements for the financial year ended March 31, 2024, together with the Reports of the Board of Directors and Auditors thereon.
1 b)	To receive, consider and adopt Audited Consolidated Financial Statements for the financial year ended March 31, 2024, together with the Report of the Auditors thereon.
<b>Special Business:</b>	
2.	To Appoint of Mrs. Teri O'Brien (DIN: 10235471) as a Director of the Company
3.	To Appoint of Mr. Olivier Rigaudy (DIN: 08276794) as a Director of the Company

Signed this ..... day of..... 2024

Signature of shareholder

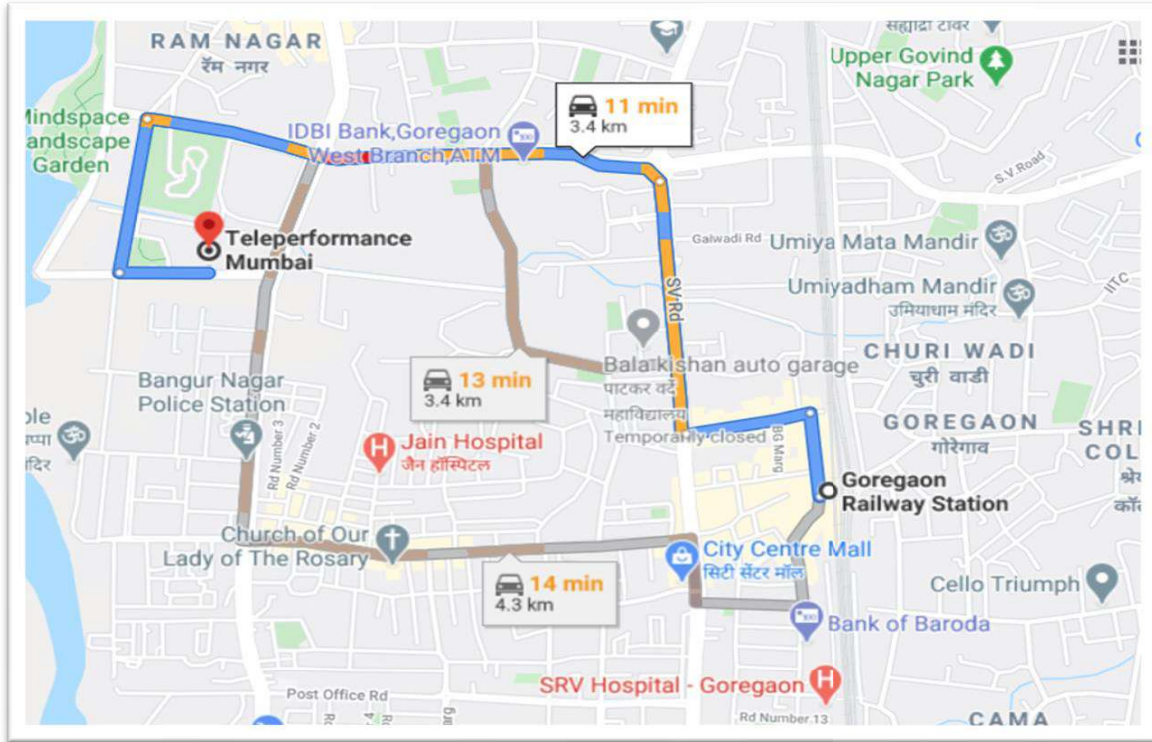
Signature of Proxy holder(s)

Affix a  
Revenue  
Stamp

**Note: This form of proxy in order to be effective should be duly completed & deposited at the Registered Office, not less than 48 hours before the commencement of the Meeting.**

**Annexure C:**

**Route Map of AGM:**



**Information pursuant to the Secretarial Standards:**

<b>Name of the Director</b>	<b>Teri O'Brien</b>	<b>Olivier Rigaudy</b>
Category	Additional Director designated as Non-Executive Director	Additional Director designated as Non-Executive Director
DIN	10235471	08276794
Date of Birth	July 09, 1971	May 04, 1959
Age	53 years	65 years
Qualification	Juris Doctor (US Law Degree)	Master's degree in business law and Diploma in Advanced Accounting Policies
Nature of Expertise/ Experience	Appended at the end of this table	Appended at the end of this table
Brief Resume	Appended at the end of this table	Appended at the end of this table
First Appointment on the Board	June 19, 2024	June 19, 2024
Terms and Conditions of Appointment / Reappointment	As a Director	As a Director
Remuneration Details	-	-
No. of Shares held in the Company as at March 31, 2024	-	-
Relationship with other Directors/Manager/KMP	Proposed Director is not related to any Director/Manager/KMP.	Proposed Director is not related to any Director/Manager/KMP.
No. of Board Meetings attended in F.Y. 2023-24	Not Applicable	Not Applicable
Other Directorships	1. Teleperformance BPO Holdings Private Limited – Additional Director; 2. Majorel India Private Limited – Additional Director; 3. Ramyam Intelligence Lab Private Limited – Additional Director.	1. Teleperformance BPO Holdings Private Limited – Director.
Memberships /Chairmanships of committees of other companies	Nil	Nil

**Brief Resume and Nature of Expertise/ Experience:**

**Teri O'Brien:**

Teri O'Brien has over 23 years of experience in mergers and acquisitions, capital markets transactions, commercial transactions, and corporate governance and compliance matters. Before joining Teleperformance, Teri was a partner at Latham & Watkins, LLP, an international law firm with offices throughout the world.

**Olivier Rigaudy:**

Olivier Rigaudy had a strong track record in Finance and Investor Relations in large, international companies such as Pechiney and Club Méditerranée. He later served as Chief Financial Officer at Castorama (Kingfisher) Group and as Corporate Secretary at Conforama (Kering Group).

**(To be printed on the letterhead of shareholder)**

**Annexure D:**

**Consent by Shareholder for Shorter Notice  
[Pursuant to Section 101(1) of the Companies Act, 2013]**

Date: September \_\_, 2024

To,

The Board of Directors

**Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)**

Teleperformance Towers, Plot CST No. 1406 – A/28,  
Mindspace, Goregaon (West),  
Mumbai – 400 104.

Dear Sir,

We, \_\_\_\_\_, holding \_\_\_\_\_ Equity Shares in Teleperformance Global Business Private Limited (formerly known as CRM Services India Private Limited) (‘the Company’), in our name, hereby give consent, pursuant to Section 101 (1) of the Companies Act, 2013, to hold the Annual General Meeting of the Company on Friday, September 27, 2024 at 2:30 PM at the registered office of the Company situated at Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspace, Goregaon (West) Mumbai – 400 104 at shorter notice.

Thanking You,

Yours faithfully,

\_\_\_\_\_  
[Name]

(\_\_\_\_\_)

Date:

Place: