

Form No. MGT-7

Form language

 English Hindi**Annual Return (other than OPCs and Small Companies)**

[Pursuant to sub-section (1) of section 92 of the Companies Act, 2013 and sub-rule (1) of rule 11 of the Companies (Management and Administration) Rules, 2014]

All fields marked in * are mandatory

Refer instruction kit for filing the form

I REGISTRATION AND OTHER DETAILS

i *Corporate Identity Number (CIN)

U72900MH2001PTC395416

ii (a) *Financial year for which the annual return is being filed (From date) (DD/MM/YYYY)

01/04/2024

(b) *Financial year for which the annual return is being filed (To date) (DD/MM/YYYY)

31/03/2025

(c) *Type of Annual filing

 Original Revised

(d) SRN of MGT-7 filed earlier for the same financial years

iii

Particulars	As on filing date	As on the financial year end date
Name of the company	TELEPERFORMANCE GLOBAL BUSINESS PRIVATE LIMITED	TELEPERFORMANCE GLOBAL BUSINESS PRIVATE LIMITED
Registered office address	Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspace, Goregaon (West),NA,Mumbai,Mumbai City,Maharashtra,India,400104	Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspace, Goregaon (West),NA,Mumbai,Mumbai City,Maharashtra,India,400104
Latitude details	19.1710077950448	19.1710077950448
Longitude details	72.834222297511	72.834222297511

(a) *Photograph of the registered office of the Company showing external building and name prominently visible

Image of external Blg.pdf

(b) *Permanent Account Number (PAN) of the company

AA*****1B

(c) *e-mail ID of the company

*****l.chhabra@teleperformance.com

(d) *Telephone number with STD code

02*****10

(e) Website

iv *Date of Incorporation (DD/MM/YYYY)

08/11/2001

v (a) *Class of Company (as on the financial year end date)

(Private company/Public Company/One Person Company)

Private company

(b) *Category of the Company (as on the financial year end date)

(Company limited by shares/Company limited by guarantee/Unlimited company)

Company limited by shares

(c) *Sub-category of the Company (as on the financial year end date)

(Indian Non-Government company/Union Government Company/State Government Company/
Guarantee and association company/Subsidiary of Foreign Company)

Indian Non-Government company

vi *Whether company is having share capital (as on the financial year end date)

Yes

No

vii (a) Whether shares listed on recognized Stock Exchange(s)

Yes

No

(b) Details of stock exchanges where shares are listed

S. No.	Stock Exchange Name	Code

viii Number of Registrar and Transfer Agent

CIN of the Registrar and Transfer Agent	Name of the Registrar and Transfer Agent	Registered office address of the Registrar and Transfer Agents	SEBI registration number of Registrar and Transfer Agent

ix * (a) Whether Annual General Meeting (AGM) held

Yes

No

(b) If yes, date of AGM (DD/MM/YYYY)

30/09/2025

(c) Due date of AGM (DD/MM/YYYY)

30/09/2025

(d) Whether any extension for AGM granted

Yes

No

(e) If yes, provide the Service Request Number (SRN) of the GNL-1 application form filed for extension

(f) Extended due date of AGM after grant of extension (DD/MM/YYYY)

(g) Specify the reasons for not holding the same

--

II PRINCIPAL BUSINESS ACTIVITIES OF THE COMPANY

i *Number of business activities

2

S. No.	Main Activity group code	Description of Main Activity group	Business Activity Code	Description of Business Activity	% of turnover of the company
1	N	Administrative and support service activities	82	Office administrative, office support and other business support activities	90.58
2	J	Information and communication	62	Computer programming, consultancy and related activities	9.42

III PARTICULARS OF HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

i *No. of Companies for which information is to be given

3

S. No.	CIN /FCRN	Other registration number	Name of the company	Holding/ Subsidiary/Associate/Jo int Venture	% of shares held
1		27346334	Dutch Contact Centers (DCC) B.V.	Holding	61.34
2	U72900MH2005PTC157255		TELEPERFORMANC E BUSINESS SERVICES INDIA PRIVATE LIMITED	Subsidiary	100
3	U72900MH2000PTC437799		MAJOREL INDIA PRIVATE LIMITED	Subsidiary	99.99

IV SHARE CAPITAL, DEBENTURES AND OTHER SECURITIES OF THE COMPANY

i SHARE CAPITAL

(a) Equity share capital

Particulars	Authorised Capital	Issued capital	Subscribed capital	Paid Up capital
Total number of equity shares	190970000.00	1263450.00	1263450.00	1263450.00
Total amount of equity shares (in rupees)	1909700000.00	12634500.00	12634500.00	12634500.00

Number of classes

1

Class of shares	Authorised Capital	Issued capital	Subscribed Capital	Paid Up capital
Equity Shares				
Number of equity shares	190970000	1263450	1263450	1263450
Nominal value per share (in rupees)	10	10	10	10
Total amount of equity shares (in rupees)	1909700000.00	12634500.00	12634500	12634500

(b) Preference share capital

Particulars	Authorised Capital	Issued capital	Subscribed capital	Paid Up capital
Total number of preference shares	0.00	0.00	0.00	0.00
Total amount of preference shares (in rupees)	0.00	0.00	0.00	0.00

Number of classes

0

Class of shares	Authorised Capital	Issued capital	Subscribed Capital	Paid Up capital
Number of preference shares				
Nominal value per share (in rupees)				
Total amount of preference shares (in				

rupees)			
----------	--	--	--

(c) Unclassified share capital

Particulars	Authorised Capital
Total amount of unclassified shares	0

(d) Break-up of paid-up share capital

Particulars	Number of shares			Total Nominal Amount	Total Paid-up amount	Total premium
	Physical	DEMAT	Total			
(i) Equity shares						
At the beginning of the year	1263439	0	1263439.00	12634390	12634390	
Increase during the year	11.00	0.00	11.00	110.00	110.00	0
i Public Issues	0	0	0.00	0	0	
ii Rights issue	0	0	0.00	0	0	
iii Bonus issue	0	0	0.00	0	0	
iv Private Placement/ Preferential allotment	0	0	0.00	0	0	
v ESOPs	0	0	0.00	0	0	
vi Sweat equity shares allotted	0	0	0.00	0	0	
vii Conversion of Preference share	0	0	0.00	0	0	
viii Conversion of Debentures	0	0	0.00	0	0	
ix GDRs/ADRs	0	0	0.00	0	0	
x Others, specify						
Pursuant to the Scheme of Amalgamation	11	0	11.00	110	110	
Decrease during the year	0.00	0.00	0.00	0.00	0.00	0
i Buy-back of shares	0	0	0.00	0	0	
ii Shares forfeited	0	0	0.00	0	0	
iii Reduction of share capital	0	0	0.00	0	0	

Particulars	Number of shares			Total Nominal Amount	Total Paid-up amount	Total premium
iv Others, specify <input type="text" value="0"/>	0	0	0.00	0	0	
At the end of the year	1263450.00	0.00	1263450.00	12634500.00	12634500.00	
(ii) Preference shares						
At the beginning of the year	0	0	0.00	0	0	
Increase during the year	0.00	0.00	0.00	0.00	0.00	0
i Issues of shares	0	0	0.00	0	0	
ii Re-issue of forfeited shares	0	0	0.00	0	0	
iii Others, specify <input type="text" value="0"/>	0	0	0.00	0	0	
Decrease during the year	0.00	0.00	0.00	0.00	0.00	0
i Redemption of shares	0	0	0.00	0	0	
ii Shares forfeited	0	0	0.00	0	0	
iii Reduction of share capital	0	0	0.00	0	0	
iv Others, specify <input type="text" value="0"/>	0	0	0.00	0	0	
At the end of the year	0.00	0.00	0.00	0.00	0.00	

ISIN of the equity shares of the company

ii Details of stock split/consolidation during the year (for each class of shares)

Class of shares		<input type="text"/>
Before split / Consolidation	Number of shares	
	Face value per share	

After split / consolidation	Number of shares	
	Face value per share	

iii Details of shares/Debentures Transfers since closure date of last financial year (or in the case of the first return at any time since the incorporation of the company)

Nil

Number of transfers

Attachments:

1. Details of shares/Debentures Transfers

iv Debentures (Outstanding as at the end of financial year)

(a) Non-convertible debentures

*Number of classes

0

Classes of non-convertible debentures	Number of units	Nominal value per unit	Total value (Outstanding at the end of the year)
Total			

Classes of non-convertible debentures	Outstanding as at the beginning of the year	Increase during the year	Decrease during the year	Outstanding as at the end of the year
Total				

(b) Partly convertible debentures

*Number of classes

0

Classes of partly convertible debentures	Number of units	Nominal value per unit	Total value (Outstanding at the end of the year)

Total			
--------------	--	--	--

Classes of partly convertible debentures	Outstanding as at the beginning of the year	Increase during the year	Decrease during the year	Outstanding as at the end of the year
Total				

(c) Fully convertible debentures

*Number of classes

0

Classes of fully convertible debentures	Number of units	Nominal value per unit	Total value (Outstanding at the end of the year)
Total			

Classes of fully convertible debentures	Outstanding as at the beginning of the year	Increase during the year	Decrease during the year	Outstanding as at the end of the year
Total				

(d) Summary of Indebtedness

Particulars	Outstanding as at the beginning of the year	Increase during the year	Decrease during the year	Outstanding as at the end of the year
Non-convertible debentures	0.00	0.00	0.00	0.00
Partly convertible debentures	0.00	0.00	0.00	0.00
Fully convertible debentures	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	0.00

v Securities (other than shares and debentures)

0

Type of Securities	Number of Securities	Nominal Value of each Unit	Total Nominal Value	Paid up Value of each Unit	Total Paid up Value
Total					

V Turnover and net worth of the company (as defined in the Companies Act, 2013)

i *Turnover

61827542680.34

ii * Net worth of the Company

100938649027.24

VI SHARE HOLDING PATTERN

A Promoters

S. No	Category	Equity		Preference	
		Number of shares	Percentage	Number of shares	Percentage
1	Individual/Hindu Undivided Family				
	(i) Indian	0	0.00	0	0.00
	(ii) Non-resident Indian (NRI)	0	0.00	0	0.00
	(iii) Foreign national (other than NRI)	0	0.00	0	0.00
2	Government				
	(i) Central Government	0	0.00	0	0.00
	(ii) State Government	0	0.00	0	0.00
	(iii) Government companies	0	0.00	0	0.00
3	Insurance companies	0	0.00	0	0.00
4	Banks	0	0.00	0	0.00

5	Financial institutions	0	0.00	0	0.00
6	Foreign institutional investors	0	0.00	0	0.00
7	Mutual funds	0	0.00	0	0.00
8	Venture capital	0	0.00	0	0.00
9	Body corporate (not mentioned above)	1263450	100.00	0	0.00
10	Others <input type="text"/>	0	0.00	0	0.00
	Total	1263450.00	100	0.00	0

Total number of shareholders (promoters)

B Public/Other than promoters

S. No	Category	Equity		Preference	
		Number of shares	Percentage	Number of shares	Percentage
1	Individual/Hindu Undivided Family				
	(i) Indian	0	0.00	0	0.00
	(ii) Non-resident Indian (NRI)	0	0.00	0	0.00
	(iii) Foreign national (other than NRI)	0	0.00	0	0.00
2	Government				
	(i) Central Government	0	0.00	0	0.00
	(ii) State Government	0	0.00	0	0.00
	(iii) Government companies	0	0.00	0	0.00
3	Insurance companies	0	0.00	0	0.00
4	Banks	0	0.00	0	0.00

5	Financial institutions	0	0.00	0	0.00
6	Foreign institutional investors	0	0.00	0	0.00
7	Mutual funds	0	0.00	0	0.00
8	Venture capital	0	0.00	0	0.00
9	Body corporate (not mentioned above)	0	0.00	0	0.00
10	Others <input type="text"/>	0	0.00	0	0.00
	Total	0.00	0	0.00	0

Total number of shareholders (other than promoters)

Total number of shareholders (Promoters + Public/Other than promoters)

Breakup of total number of shareholders (Promoters + Other than promoters)

Sl.No	Category	
1	Individual - Female	0
2	Individual - Male	0
3	Individual - Transgender	0
4	Other than individuals	3
	Total	3.00

C Details of Foreign institutional investors' (FIIs) holding shares of the company

Name of the FII	Address	Date of Incorporation	Country of Incorporation	Number of shares held	% of shares held

VII NUMBER OF PROMOTERS, MEMBERS, DEBENTURE HOLDERS

[Details of Promoters, Members (other than promoters), Debenture holders]

Details	At the beginning of the year	At the end of the year

Promoters	2	3
Members (other than promoters)	0	0
Debenture holders	0	0

VIII DETAILS OF DIRECTORS AND KEY MANAGERIAL PERSONNEL

A Composition of Board of Directors

Category	Number of directors at the beginning of the year		Number of directors at the end of the year		Percentage of shares held by directors as at the end of year	
	Executive	Non-executive	Executive	Non-executive	Executive	Non-executive
A Promoter	0	0	0	0	0	0
B Non-Promoter	0	3	1	3	0.00	0.00
i Non-Independent	0	3	1	3	0	0
ii Independent	0	0	0	0	0	0
C Nominee Directors representing	0	0	0	0	0.00	0.00
i. Banks and FIs	0	0	0	0	0	0
ii Investing institutions	0	0	0	0	0	0
iii Government	0	0	0	0	0	0
iv Small share holders	0	0	0	0	0	0
v Others	0	0	0	0	0	0
Total	0	3	1	3	0.00	0.00

*Number of Directors and Key managerial personnel (who is not director) as on the financial year end date

4

B (i) Details of directors and Key managerial personnel as on the closure of financial year

Name	DIN/PAN	Designation	Number of equity shares held	Date of cessation (after closure of financial year : If any) (DD/MM/YYYY)

ANISH MUKKER	08938893	Director	0	
VINOD MEHTA	08634511	Director	0	
OLIVIER CLAUDE JEAN RIGAUDY	08276794	Director	0	
TERI ELAINE OBRIEN	10235471	Director	0	

B (ii) *Particulars of change in director(s) and Key managerial personnel during the year

5

Name	DIN/PAN	Designation at the beginning / during the financial year	Date of appointment/ change in designation/ cessation (DD/MM/YYYY)	Nature of change (Appointment/ Change in designation/ Cessation)
BHUPENDER SINGH	00240912	Director	19/06/2024	Cessation
OLIVIER CLAUDE JEAN RIGAUDY	08276794	Additional Director	19/06/2024	Appointment
TERI ELAINE OBRIEN	10235471	Additional Director	19/06/2024	Appointment
OLIVIER CLAUDE JEAN RIGAUDY	08276794	Director	27/09/2024	Change in designation
TERI ELAINE OBRIEN	10235471	Director	27/09/2024	Change in designation

IX MEETINGS OF MEMBERS/CLASS OF MEMBERS/ BOARD/COMMITTEES OF THE BOARD OF DIRECTORS

A MEMBERS/CLASS /REQUISITIONED/NCLT/COURT CONVENED MEETINGS

*Number of meetings held

1

Type of meeting	Date of meeting (DD/MM/YYYY)	Total Number of Members entitled to attend meeting	Attendance	
			Number of members attended	% of total shareholding
Annual General Meeting	27/09/2024	3	3	100

B BOARD MEETINGS

*Number of meetings held

13

S.No	Date of meeting (DD/MM/YYYY)	Total Number of directors as on the date of meeting	Attendance	
			Number of directors attended	% of attendance
1	01/04/2024	3	2	66.67
2	30/04/2024	3	2	66.67
3	08/05/2024	3	2	66.67
4	13/06/2024	3	2	66.67
5	19/06/2024	3	2	66.67
6	31/07/2024	4	2	50
7	31/08/2024	4	2	50
8	03/10/2024	4	2	50
9	25/11/2024	4	2	50
10	19/12/2024	4	2	50
11	25/02/2025	4	2	50
12	18/03/2025	4	2	50
13	24/03/2025	4	2	50

C COMMITTEE MEETINGS

Number of meetings held

5

S.No	Type of meeting	Date of meeting (DD/MM/YYYY)	Total Number of Members as on the date of meeting	Attendance	
				Number of members attended	% of attendance
1	Corporate Social Responsibility Committee	01/04/2024	3	2	66.67
2	Corporate Social Responsibility Committee	19/06/2024	3	2	66.67

3	Corporate Social Responsibility Committee	31/07/2024	2	2	100
4	Corporate Social Responsibility Committee	25/11/2024	4	2	50
5	Corporate Social Responsibility Committee	24/03/2025	4	2	50

D ATTENDANCE OF DIRECTORS

S. No	Name of the Director	Board Meetings			Committee Meetings			Whether attended AGM held on 30/09/2025 (Y/N/NA)
		Number of Meetings which director was entitled to attend	Number of Meetings attended	% of attendance	Number of Meetings which director was entitled to attend	Number of Meetings attended	% of attendance	
1	ANISH MUKKER	13	12	92	5	5	100	No
2	VINOD MEHTA	13	12	92	5	5	100	No
3	OLIVIER CLAUDE JEAN RIGAUDY	8	1	12	2	0	0	No
4	TERI ELAINE OBRIEN	8	1	12	2	0	0	No

X REMUNERATION OF DIRECTORS AND KEY MANAGERIAL PERSONNEL

Nil

A *Number of Managing Director, Whole-time Directors and/or Manager whose remuneration details to be entered

0

S. No.	Name	Designation	Gross salary	Commission	Stock Option/Sweat equity	Others	Total amount
	Total		0.00	0.00	0.00	0.00	0.00

B *Number of CEO, CFO and Company secretary whose remuneration details to be entered

0

S. No.	Name	Designation	Gross salary	Commission	Stock Option/ Sweat equity	Others	Total amount
	Total		0.00	0.00	0.00	0.00	0.00

C *Number of other directors whose remuneration details to be entered

1

S. No.	Name	Designation	Gross salary	Commission	Stock Option/ Sweat equity	Others	Total amount
1	ANISH MUKKER	Director	65604788	0	0	2435145	68039933.00
	Total		65604788.00	0.00	0.00	2435145.00	68039933.00

XI MATTERS RELATED TO CERTIFICATION OF COMPLIANCES AND DISCLOSURES

A *Whether the company has made compliances and disclosures in respect of applicable provisions of the Companies Act, 2013 during the year

Yes

No

B If No, give reasons/observations

XII PENALTY AND PUNISHMENT – DETAILS THEREOF

A *DETAILS OF PENALTIES / PUNISHMENT IMPOSED ON COMPANY/ DIRECTORS/OFFICERS

Nil

Name of the company/ directors/ officers	Name of the court/ concerned Authority	Date of Order (DD/MM/YYYY)	Name of the Act and section under which penalised / punished	Details of penalty/ punishment	Details of appeal (if any) including present status

B *DETAILS OF COMPOUNDING OF OFFENCES

Nil

Name of the company/ directors/ officers	Name of the court/ concerned Authority	Date of Order (DD/MM/YYYY)	Name of the Act and section under which offence committed	Particulars of offence	Amount of compounding (in rupees)

XIII Details of Shareholder / Debenture holder

Number of shareholder/ debenture holder

3

XIV Attachments

(a) List of share holders, debenture holders

15 - Details of Shareholder or
Debenture holder.xlsm

(b) Optional Attachment(s), if any

Form No MGT - 8 -
TPGBPL_2025_sd.pdf

XV COMPLIANCE OF SUB-SECTION (2) OF SECTION 92, IN CASE OF LISTED COMPANIES

In case of a listed company or a company having paid up share capital of Ten Crore rupees or more or turnover of Fifty Crore rupees or more, details of company secretary in whole time practice certifying the annual return in Form MGT-8.

I/We certify that:

- (a) The return states the facts, as they stood on the date of the closure of the financial year aforesaid correctly and adequately.
- (b) Unless otherwise expressly stated to the contrary elsewhere in this return, the Company has complied with applicable provisions of the Act during the financial year.
- (c) The company has not, since the date of the closure of the last financial year with reference to which the last return was submitted or in the case of a first return since the date of incorporation of the company, issued any invitation to the public to subscribe for any securities of the company.
- (d) Where the annual return discloses the fact that the number of members, (except in case of one person company), of the company exceeds two hundred, the excess consists wholly of persons who under second proviso to clause (ii) of sub-section (68) of section 2 of the Act are not to be included in reckoning the number of two hundred.

I/ We have examined the registers, records and books and papers of

TELEPERFORMANCE
GLOBAL BUSINESS
PRIVATE LIMITED

as required to be

maintained under the Companies Act, 2013 (the Act) and the rules made thereunder for the financial year ended on

(DD/MM/YYYY) 31/03/2025

In my/ our opinion and to the best of my information and according to the examinations carried out by me/ us and explanations furnished to me/ us by the company, its officers and agents, I/ we certify that:

A The Annual Return states the facts as at the close of the aforesaid financial year correctly and adequately.

B During the aforesaid financial year the Company has complied with provisions of the Act & Rules made there under in respect of:

- 1 its status under the Act;
- 2 maintenance of registers/records & making entries therein within the time prescribed therefor;
- 3 filing of forms and returns as stated in the annual return, with the Registrar of Companies, Regional Director, Central Government, the Tribunal , Court or other authorities within/beyond the prescribed time;
- 4 calling/ convening/ holding meetings of Board of Directors or its committees, if any, and the meetings of the members of the company on due dates as stated in the annual return in respect of which meetings, proper notices were given and the proceedings including the circular resolutions and resolutions passed by postal ballot, if any, have been properly recorded in the Minute Book/registers maintained for the purpose and the same have been signed;
- 5 closure of Register of Members / Security holders, as the case may be.
- 6 advances/loans to its directors and/or persons or firms or companies referred in section 185 of the Act;
- 7 contracts/arrangements with related parties as specified in section 188 of the Act;
- 8 issue or allotment or transfer or transmission or buy back of securities/ redemption of preference shares or debentures/ alteration or reduction of share capital/ conversion of shares/ securities and issue of security certificates in all instances;
- 9 keeping in abeyance the rights to dividend, rights shares and bonus shares pending registration of transfer of shares in compliance with the provisions of the Act
- 10 declaration/ payment of dividend; transfer of unpaid/ unclaimed dividend/other amounts as applicable to the Investor Education and Protection Fund in accordance with section 125 of the Act;
- 11 signing of audited financial statement as per the provisions of section 134 of the Act and report of directors is as per sub - sections (3), (4) and (5) thereof;
- 12 constitution/ appointment/ re-appointments/ retirement/ filling up casual vacancies/ disclosures of the Directors, Key Managerial Personnel and the remuneration paid to them;
- 13 appointment/ reappointment/ filling up casual vacancies of auditors as per the provisions of section 139 of the Act;
- 14 approvals required to be taken from the Central Government, Tribunal, Regional Director, Registrar, Court or such other authorities under the various provisions of the Act;
- 15 acceptance/ renewal/ repayment of deposits;
- 16 borrowings from its directors, members, public financial institutions, banks and others and creation/ modification/ satisfaction of charges in that respect, wherever applicable;
- 17 loans and investments or guarantees given or providing of securities to other bodies corporate or persons falling under the provisions of section 186 of the Act ;
- 18 alteration of the provisions of the Memorandum and/ or Articles of Association of the Company;

To be digitally signed by

Name

Ainesh Jethwa

Date (DD/MM/YYYY)

18/12/2025

Place

Mumbai

Whether associate or fellow:

Associate Fellow

Certificate of practice number

1*6*0

XVI Declaration under Rule 9(4) of the Companies (Management and Administration) Rules, 2014

* (a) DIN/PAN/Membership number of Designated Person

08634511

* (b) Name of the Designated Person

VINOD MEHTA

Declaration

I am authorised by the Board of Directors of the Company vide resolution number* 5 dated* (DD/MM/YYYY) 05/12/2022 to sign this form and declare that all the requirements of Companies Act, 2013

and the rules made thereunder in respect of the subject matter of this form and matters incidental thereto have been complied with. I further declare that:

- 1 Whatever is stated in this form and in the attachments thereto is true, correct and complete and no information material to the subject matter of this form has been suppressed or concealed and is as per the original records maintained by the company.
- 2 All the required attachments have been completely and legibly attached to this form.

*To be digitally signed by

*Designation

(Director /Liquidator/ Interim Resolution Professional (IRP)/Resolution Professional (RP))

Director

*DIN of the Director; or PAN of the Interim Resolution Professional (IRP) or Resolution Professional (RP) or Liquidator

0*6*4*1*

*To be digitally signed by

Company Secretary Company secretary in practice

*Whether associate or fellow:

Associate Fellow

Membership number

Certificate of practice number

1*6*0

Note: Attention is drawn to provisions of Section 448 and 449 of the Companies Act, 2013 which provide for punishment for false statement / certificate and punishment for false evidence respectively.

For office use only:

eForm Service request number (SRN)

AC1304130

eForm filing date (DD/MM/YYYY)

27/01/2026

This eForm has been taken on file maintained by the Registrar of Companies through electronic mode and on the basis of statement of correctness given by the company

FORM NO. MGT 8

*[Pursuant to Section 92(2) of the Companies Act, 2013 and Rule 11(2) of Companies
(Management and Administration) Rules, 2014]*

CERTIFICATE BY A COMPANY SECRETARY IN PRACTICE

We have examined the registers, records and books and papers of Teleperformance Global Business Private Limited (formerly known as CRM Services India Private Limited) [CIN: U72900MH2001PTC395416], having its registered office at Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspace, Goregaon (West), Mumbai – 400 104, Maharashtra, India (“**the Company**”) as required to be maintained under the Companies Act, 2013 (“**the Act**”) and the rules made thereunder for the financial year ended on **March 31, 2025**. In our opinion and to the best of our information and according to the examinations carried out by us and explanations furnished to us by the Company, its officers and agents, we certify that:

- A. the Annual Return states the facts as at the close of the aforesaid financial year correctly and adequately.
- B. during the aforesaid period the Company has complied with provisions of the Act & Rules made there under in respect of:
1. Its status under the Act:
 - The Company is a ‘Private Limited Company’ and has not changed its status under the Act during the aforesaid financial year.
 - As per MCA record, Category & sub- category of the Company being ‘Company limited by shares’ & ‘Indian Non-govt Company’ respectively; and
 - The Company is subsidiary Company of foreign entity ‘Dutch Contact Centers (DCC) B.V.’ holding 61.34 % of share capital of the Company.
 2. Maintenance of registers / records and making entries therein within the time prescribed therefore;
 3. Filing of forms and returns, to the extent applicable with the Registrar of Companies, Regional Director, Central Government, the Tribunal, Court or other authorities within the prescribed time / with additional fees, wherever applicable, during the financial year;
 4. Calling / convening / holding meetings of Board of Directors or its committees, and the meetings of the members of the Company on due dates as stated in the annual return in respect of which meetings, proper notices were given and the proceedings including circular resolutions, if any, have been properly recorded in the Minutes

Book/registers maintained for the purpose and the same have been signed, during the financial year under review;

5. Closure of Register of Members / security holders, as the case may be
 - The Company was not required to close Register of Members / Security holders during the financial year under review;
6. Advances / loans to its directors and/or persons or firms or companies referred in Section 185 of the Act.
 - No such transaction took place during the year;
7. Contracts/ arrangements/ transactions entered by the Company during the financial year with related parties;
8. Issue and allotment or transfer or transmission or buy back of securities/ redemption of preference shares or debentures/ alteration or reduction of share capital/ conversion of shares/ securities and issue of security certificates in all instances, whenever applicable:
 - Pursuant to the Scheme of Merger approved by the Hon'ble National Company Law Tribunal, Mumbai Bench vide its order dated March 21, 2024, and made effective from May 02, 2024,
 - o the Company issued and allotted 11 (Eleven) fully paid-up equity shares of Face Value ₹10/- (Rupees Ten only) each to Teleperformance BPO Holdings Private Limited, the equity shareholders of Teleperformance Global Services Private Limited (Other than the Company); and
 - o the Authorised Share Capital of Teleperformance Global Services Private Limited transferred to and combined with the Authorised Share Capital of your company upto ₹1,90,97,00,000/- (Rupees One Hundred Ninety Crore Ninety-seven Lakhs only) divided into 19,09,70,000 (Nineteen Crore Nine Lakh Seventy Thousand) Equity Shares of ₹10/- (Rupees Ten only).
9. Keeping in abeyance the rights to dividend, rights shares and bonus shares pending registration of transfer of shares in compliance with the provisions of the Act.
 - No such transaction took place during the year;
10. Declaration/ payment of dividend; transfer of unpaid/ unclaimed dividend/other amounts as applicable to the Investor Education and Protection Fund in accordance with section 125 of the Act;
 - No such transaction took place during the year.

11. Signing of audited financial statement as per the provisions of Section 134 of the Act and report of directors is as per sub - sections (3), (4) and (5) thereof;
12. Constitution/ appointment/ re-appointments/ retirement/ resignation/ disclosures of the Directors, Key Managerial Personnel and the remuneration paid to them;

- The following changes in the directorship has been made during the year.:

Sr.No.	Name	Designation	Date of Appointment	Nature of change
1	Olivier Claude Jean Rigaudy	Additional Director	19/06/2024	Appointment
2	Teri Elaine Obrien	Additional Director	19/06/2024	Appointment
3	Bhupender Singh	Director	19/06/2024	Cessation
4	Anish Mukker	Director – Executive Director	19/06/2024	Change in Designation from Non-Executive Director to Executive Director
5	Olivier Claude Jean Rigaudy	Director	27/09/2024	Change in Designation
6	Teri Elaine Obrien	Director	27/09/2024	Change in Designation

13. appointment/ reappointment/ filling up casual vacancies of auditors as per the provisions of section 139 of the Act;
 - M/s. Price Waterhouse Chartered Accountants LLP (Firm Registration No 012754N/N500016) were appointed as the Statutory Auditors of the Company at the Annual General Meeting held on August 10, 2023 for a term of Five (5) years from the financial year 2023-24 till 2027-28 to hold office till the conclusion of Annual General Meeting to be held in the year 2028.
14. approvals required to be taken from the Central Government, Tribunal, Regional Director, Registrar, Court or such other authorities, whenever required under the various provisions of the Act;
15. acceptance/ renewal/ repayment of deposits
 - Not applicable as no such transaction took place during the year;
16. borrowings from its members, public financial institutions, banks and others and creation/ modification/ satisfaction of charges in that respect, wherever applicable;

17. Loans and investments or guarantees given or providing of securities to other bodies corporate or persons falling under the provisions of section 186 of the Act wherever applicable;
- During the year under review, the Company has entered into share purchase agreement with Majorel Holding Deutschland GmbH to purchase 2,98,702 equity shares of Majorel India Private Limited representing 99.997% of its issued equity shares. These shares have been transferred to the Company on March 26, 2025, and pursuant to the said transfer of shares, Majorel India Private Limited become a subsidiary of the company.
18. Alteration of the provisions of the Memorandum and / or Articles of Association of the Company.
- During the year under review, pursuant to the Scheme of Merger approved by the Hon'ble National Company Law Tribunal, Mumbai Bench vide its order dated March 21, 2024, and made effective from May 02, 2024, the Memorandum of Association of the Company has been altered.

For Ainesh Jethwa & Associates
Company Secretaries
Peer Review Certificate No. 1727/2022

AINESH
BHUPENDR
A JETHWA

Digitally signed by
AINESH BHUPENDRA
JETHWA
Date: 2025.12.18
19:58:07 +05'30'

Ainesh Jethwa
Proprietor

M No. A27990 | COP No.: 19650
UDIN : A027990G002529940

Date: 18-12-2025
Place: Mumbai