



LG Electronics India Limited

(16th to 20th Floor) C- 001, Tower D, KK Project, Sector-16 B,
Noida - 201301 Dist. Gautam Buddha Nagar, UP (India)
T: 91-120-651-6700 Website: www.lge.com

December 17, 2024

To
Mr. Prasad S
Email: prasadblossom@gmail.com
F Block - 293, Bombay Colony,
Singh Nagar, Vijayawada 520 015,
Andhra Pradesh, India

RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear Mr. Prasad,


This is in relation to your email dated December 7, 2024 ("E-mail") addressed to the Securities and Exchange Board of India ("SEBI") wherein you have mentioned about your complaint regarding one of our products purchased by you.

We note that you purchased a microwave oven ("Product") from our Company on January 15, 2022. You registered a complaint about the Product on September 10, 2024, through our call center ("Call Center"), and on September 27, 2024, the printed circuit board of the Product was successfully replaced. Subsequently, another complaint was registered by you on November 15, 2024, through our Call Center, regarding a heating issue with the Product, pursuant to which our service engineer inspected the Product and found the Product non-repairable as the parts were damaged during the flood. Subsequently, our Company replaced the Product on December 11, 2024.

We trust your complaint has been resolved.

Thanking you.

Yours faithfully,
For LG Electronics India Limited


Authorized Signatory
Name: Hanjun Kim
Designation: Team Leader – Sales – Accounts and Finance

