

RE: Urgent Request to Investigate LG Electronics Before IPO Approval

2024/12/16 18:31

UMESH KUMAR &lt;umesh.kumar@lge.com&gt;

Dear Aryan,

Response will be sent tomorrow and would request to change the date of the letter to Dec 17, 2024 accordingly. Thank you.

With Regards,  
Umesh Kumar

----- Original Message -----

From : "Singh Aryan" &lt;aryan.singh@AMSShardul.com&gt;

To : UMESH KUMAR Team Leader(umesh.kumar), "Srivastava Romit" <romit.srivastava@AMSShardul.com>, "Jigar Jain" <jigar.jain@axiscap.in>, YOUNG KYOON KIM Division Leader(youngkyoon.kim), ATUL KHANNA Department Leader(atul.khanna), "Dhawan Divya" <divya.dhawan@AMSShardul.com>, Satyam.Singhal@morganstanley.com, "Dutta Sayantan" <sayantan.dutta@AMSShardul.com>, "Patel Devi Prasad" <devi.patel@AMSShardul.com>, Bijun.Huang@lw.com, rukman.bank@cyrilshroff.com, Harry.Jo@morganstanley.com, Wonjae.Kim@morganstanley.com, rosebowl \*(rosebowl), [GROUP] rosebowl-India, Jewon Hwang Team Leader(jewon.hwang), Jungkyu Oh Professional(jungkyu.oh), Sung Ho Ahn Specialist(sungho.ahn), SEUNGMOK HONG Professional(seungmok.hong), ShinJee Lee Specialist(shinjee.lee), Insun Chung Specialist(insun.chung), Junghoon Kook Team Leader(junghoon.kook), Je Won Jeong Professional(jewon.jeong), Hwa Young Seo Team Leader(kevin.seo), WOOHAE LEE Team Leader(woohae.lee), SANDEEP KUMAR Team Leader(sandeep3.kumar), Jonghah Park Professional(jonghah.park), PRADEEP PANDA COORDINATOR(pradeep.panda), pj\_rosebowl\_wg@morganstanley.com, JPM\_ROSEBOWL\_WG@jpmorgan.com, dg.gcib\_in\_project\_rosebowl@bofa.com, projectrosebowl.ap.all@citi.com, projectrosebowl.workgroup@cyrilshroff.com, ROSEBOWL.LWTEAM@lw.com, projectrosebowl@whitecase.com, sonika.burman@pwandaffiliates.com, ankit.jain@bb.associates, payal.jain@bb.associates, Esha.Goel@lw.com, "Project Rosebowl" <project.rosebowl@axiscap.in>

Cc : projectrosebowl.wgl@AMSShardul.com

Date : 2024/12/16 18:10:10 [GMT+05:30]

Subject : RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear all,

Basis further discussions, please see attached the final version of the response to Mr. Prasad. No further changes to the SEBI letter (re-attaching for ease of convenience).

Regards,  
Aryan

From: Singh, Aryan

Sent: Monday, December 16, 2024 5:48 PM

To: 'UMESH KUMAR' <umesh.kumar@lge.com>; Srivastava, Romit <romit.srivastava@AMSShardul.com>; 'Jigar Jain' <jigar.jain@axiscap.in>; '김영균' <youngkyoon.kim@lge.com>; 'ATUL KHANNA' <atul.khanna@lge.com>; Dhawan, Divya <divya.dhawan@AMSShardul.com>; 'Satyam.Singhal@morganstanley.com' <Satyam.Singhal@morganstanley.com>; Dutta, Sayantan <sayantan.dutta@amsshardul.com>; Patel, Devi Prasad <devi.patel@AMSShardul.com>; Bijun.Huang@lw.com'

<Bijun.Huang@lw.com>; 'rukman.banka@cyrilshroff.com' <rukman.banka@cyrilshroff.com>; 'Harry.Jo@morganstanley.com' <Harry.Jo@morganstanley.com>; 'Wonjae.Kim@morganstanley.com' <Wonjae.Kim@morganstanley.com>; 'rosebowl' <rosebowl@lge.com>; 'rosebowl-India@lge.com' <rosebowl-India@lge.com>; '황제원' <jewon.hwang@lge.com>; '오정규' <jungkyu.oh@lge.com>; '안성호' <sungho.ahn@lge.com>; '홍승목' <seungmok.hong@lge.com>; '이신지' <shinjee.lee@lge.com>; '정인선' <insun.chung@lge.com>; '국정훈' <junghoon.kook@lge.com>; '정제원' <jewon.jeong@lge.com>; '서화영' <kevin.seo@lge.com>; '이우해' <woohae.lee@lge.com>; 'SANDEEP KUMAR' <sandeep3.kumar@lge.com>; '박종하' <jonghah.park@lge.com>; 'PRADEEP PANDA' <pradeep.panda@lge.com>; 'pj\_rosebowl\_wg@morganstanley.com' <pj\_rosebowl\_wg@morganstanley.com>; 'JPM\_ROSEBOWL\_WG@jpmorgan.com' <JPM\_ROSEBOWL\_WG@jpmorgan.com>; 'dg.gcib\_in\_project\_rosebowl@bofa.com' <dg.gcib\_in\_project\_rosebowl@bofa.com>; 'projectrosebowl.ap.all@citi.com' <projectrosebowl.ap.all@citi.com>; 'projectrosebowl.workgroup@cyrilshroff.com' <projectrosebowl.workgroup@cyrilshroff.com>; 'ROSEBOWL.LWTEAM@lw.com' <ROSEBOWL.LWTEAM@lw.com>; 'projectrosebowl@whitecase.com' <projectrosebowl@whitecase.com>; 'sonika.burman@pwandaffiliates.com' <sonika.burman@pwandaffiliates.com>; 'ankit.jain@bb.associates' <ankit.jain@bb.associates>; 'payal.jain@bb.associates' <payal.jain@bb.associates>; 'Esha.Goel@lw.com' <Esha.Goel@lw.com>; 'Project Rosebowl' <project.rosebowl@axiscap.in>

**Cc:** @SAM Project Rosebowl WGL <projectrosebowl.wgl@AMSShardul.com>

**Subject:** RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear all,

Pursuant to the inputs received, please see attached the final versions of the response to Mr. Prasad and the letter to SEBI.

Regards,

Aryan

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**From:** Singh, Aryan [aryan.singh@AMSShardul.com](mailto:aryan.singh@AMSShardul.com)

**Sent:** Monday, December 16, 2024 2:08 PM

**To:** 'UMESH KUMAR' [umesh.kumar@lge.com](mailto:umesh.kumar@lge.com); Srivastava, Romit [romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)

**Cc:** 'Jigar Jain' <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>; '김영균' <[youngkyoon.kim@lge.com](mailto:youngkyoon.kim@lge.com)>; 'ATUL KHANNA' <[atul.khanna@lge.com](mailto:atul.khanna@lge.com)>; Dhawan, Divya <[divya.dhawan@AMSShardul.com](mailto:divya.dhawan@AMSShardul.com)>; 'Satyam.Singhal@morganstanley.com' <[Satyam.Singhal@morganstanley.com](mailto:Satyam.Singhal@morganstanley.com)>; Dutta, Sayantan <[sayantan.dutta@AMSShardul.com](mailto:sayantan.dutta@AMSShardul.com)>; Patel, Devi Prasad <[devi.patel@AMSShardul.com](mailto:devi.patel@AMSShardul.com)>; 'Bijun.Huang@lw.com' <[Bijun.Huang@lw.com](mailto:Bijun.Huang@lw.com)>; 'rukman.banka@cyrilshroff.com' <[rukman.banka@cyrilshroff.com](mailto:rukman.banka@cyrilshroff.com)>; 'Harry.Jo@morganstanley.com' <[Harry.Jo@morganstanley.com](mailto:Harry.Jo@morganstanley.com)>; 'Wonjae.Kim@morganstanley.com' <[Wonjae.Kim@morganstanley.com](mailto:Wonjae.Kim@morganstanley.com)>; 'rosebowl' <[rosebowl@lge.com](mailto:rosebowl@lge.com)>; 'rosebowl-India@lge.com' <[rosebowl-India@lge.com](mailto:rosebowl-India@lge.com)>; '황제원' <[jewon.hwang@lge.com](mailto:jewon.hwang@lge.com)>; '오정규' <[jungkyu.oh@lge.com](mailto:jungkyu.oh@lge.com)>; '안성호' <[sungho.ahn@lge.com](mailto:sungho.ahn@lge.com)>; '홍승목' <[seungmok.hong@lge.com](mailto:seungmok.hong@lge.com)>; '이신지' <[shinjee.lee@lge.com](mailto:shinjee.lee@lge.com)>; '정인선' <[insun.chung@lge.com](mailto:insun.chung@lge.com)>; '국정훈' <[junghoon.kook@lge.com](mailto:junghoon.kook@lge.com)>; '정제원' <[jewon.jeong@lge.com](mailto:jewon.jeong@lge.com)>; '서화영' <[kevin.seo@lge.com](mailto:kevin.seo@lge.com)>; '이우해' <[woohae.lee@lge.com](mailto:woohae.lee@lge.com)>; 'SANDEEP KUMAR' <[sandeep3.kumar@lge.com](mailto:sandeep3.kumar@lge.com)>; '박종하' <[jonghah.park@lge.com](mailto:jonghah.park@lge.com)>; 'PRADEEP PANDA' <[pradeep.panda@lge.com](mailto:pradeep.panda@lge.com)>; 'pj\_rosebowl\_wg@morganstanley.com' <[pj\\_rosebowl\\_wg@morganstanley.com](mailto:pj_rosebowl_wg@morganstanley.com)>; 'JPM\_ROSEBOWL\_WG@jpmorgan.com' <[JPM\\_ROSEBOWL\\_WG@jpmorgan.com](mailto:JPM_ROSEBOWL_WG@jpmorgan.com)>; 'dg.gcib\_in\_project\_rosebowl@bofa.com' <[dq.gcib\\_in\\_project\\_rosebowl@bofa.com](mailto:dq.gcib_in_project_rosebowl@bofa.com)>; 'projectrosebowl.ap.all@citi.com' <[projectrosebowl.ap.all@citi.com](mailto:projectrosebowl.ap.all@citi.com)>; 'projectrosebowl.workgroup@cyrilshroff.com' <[projectrosebowl.workgroup@cyrilshroff.com](mailto:projectrosebowl.workgroup@cyrilshroff.com)>; 'ROSEBOWL.LWTEAM@lw.com' <[ROSEBOWL.LWTEAM@lw.com](mailto:ROSEBOWL.LWTEAM@lw.com)>; 'projectrosebowl@whitecase.com' <[projectrosebowl@whitecase.com](mailto:projectrosebowl@whitecase.com)>; 'sonika.burman@pwandaffiliates.com' <[sonika.burman@pwandaffiliates.com](mailto:sonika.burman@pwandaffiliates.com)>; 'ankit.jain@bb.associates' <[ankit.jain@bb.associates](mailto:ankit.jain@bb.associates)>; 'payal.jain@bb.associates' <[payal.jain@bb.associates](mailto:payal.jain@bb.associates)>; 'Esha.Goel@lw.com' <[Esha.Goel@lw.com](mailto:Esha.Goel@lw.com)>; 'Project Rosebowl' <[project.rosebowl@axiscap.in](mailto:project.rosebowl@axiscap.in)>; @SAM Project Rosebowl WGL <[projectrosebowl.wgl@AMSShardul.com](mailto:projectrosebowl.wgl@AMSShardul.com)>

**Subject:** RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear all,

Please see attached the revised drafts of the response to the complaint submitted by Mr. Prasad and the letter to SEBI. Considering the Company intends to file the responses today - request all parties to provide their sign-offs by 3:00 pm today.

Regards,

Aryan

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**From:** Singh, Aryan

**Sent:** Thursday, December 12, 2024 7:35 PM

**To:** 'UMESH KUMAR' <[umesh.kumar@lge.com](mailto:umesh.kumar@lge.com)>; Srivastava, Romit <[romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)>

**Cc:** 'Jigar Jain' <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>; 김영균 <[youngkyoon.kim@lge.com](mailto:youngkyoon.kim@lge.com)>; ATUL KHANNA <[atul.khanna@lge.com](mailto:atul.khanna@lge.com)>; Dhawan, Divya <[divya.dhawan@AMSShardul.com](mailto:divya.dhawan@AMSShardul.com)>; Satyam.Singhal@morganstanley.com; Dutta, Sayantan <[sayantan.dutta@amsshardul.com](mailto:sayantan.dutta@amsshardul.com)>; Patel, Devi Prasad <[devi.patel@AMSShardul.com](mailto:devi.patel@AMSShardul.com)>; Bijun.Huang@lw.com; rukman.bankar@cyrilshroff.com; Harry.Jo@morganstanley.com; Wonjae.Kim@morganstanley.com; rosebowl <[rosebowl@lge.com](mailto:rosebowl@lge.com)>; rosebowl-India@lge.com; 황제원 <[jewon.hwang@lge.com](mailto:jewon.hwang@lge.com)>; 오정규 <[jungkyu.oh@lge.com](mailto:jungkyu.oh@lge.com)>; 안성호 <[sungho.ahn@lge.com](mailto:sungho.ahn@lge.com)>; 홍승목 <[seungmok.hong@lge.com](mailto:seungmok.hong@lge.com)>; 이신지 <[shinjee.lee@lge.com](mailto:shinjee.lee@lge.com)>; 정인선 <[insun.chung@lge.com](mailto:insun.chung@lge.com)>; 국정훈 <[junghoon.kook@lge.com](mailto:junghoon.kook@lge.com)>; 정제원 <[jewon.jeong@lge.com](mailto:jewon.jeong@lge.com)>; 서화영 <[kevin.seo@lge.com](mailto:kevin.seo@lge.com)>; 이우해 <[woohae.lee@lge.com](mailto:woohae.lee@lge.com)>; SANDEEP KUMAR <[sandeep3.kumar@lge.com](mailto:sandeep3.kumar@lge.com)>; 박종하 <[jonghah.park@lge.com](mailto:jonghah.park@lge.com)>; PRADEEP PANDA <[pradeep.panda@lge.com](mailto:pradeep.panda@lge.com)>; pj\_rosebowl\_wg@morganstanley.com; JPM\_ROSEBOWL\_WG@jpmorgan.com; dg.gcib\_in\_project\_rosebowl@bofa.com; projectrosebowl.ap.all@citi.com; projectrosebowl.workgroup@cyrilshroff.com; ROSEBOWL.LWTEAM@lw.com; projectrosebowl@whitecase.com; sonika.burman@pwandaffiliates.com; ankit.jain@bb.associates; payal.jain@bb.associates; Esha.Goel@lw.com; Project Rosebowl <[project.rosebowl@axiscap.in](mailto:project.rosebowl@axiscap.in)>; @SAM Project Rosebowl WGL <[projectrosebowl.wgl@AMSShardul.com](mailto:projectrosebowl.wgl@AMSShardul.com)>  
**Subject:** RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear all,

Please see attached draft of the response to the complaint submitted by Mr. Prasad and draft of the letter to SEBI, for your review.

Regards,  
 Aryan

**From:** UMESH KUMAR <[umesh.kumar@lge.com](mailto:umesh.kumar@lge.com)>

**Sent:** Wednesday, December 11, 2024 5:01 PM

**To:** Srivastava, Romit <[romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)>

**Cc:** 'Jigar Jain' <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>; 김영균 <[youngkyoon.kim@lge.com](mailto:youngkyoon.kim@lge.com)>; ATUL KHANNA <[atul.khanna@lge.com](mailto:atul.khanna@lge.com)>; Dhawan, Divya <[divya.dhawan@AMSShardul.com](mailto:divya.dhawan@AMSShardul.com)>; Satyam.Singhal@morganstanley.com; Dutta, Sayantan <[sayantan.dutta@AMSShardul.com](mailto:sayantan.dutta@AMSShardul.com)>; Patel, Devi Prasad <[devi.patel@AMSShardul.com](mailto:devi.patel@AMSShardul.com)>; Bijun.Huang@lw.com; rukman.bankar@cyrilshroff.com; Singh, Aryan <[aryan.singh@AMSShardul.com](mailto:aryan.singh@AMSShardul.com)>; Harry.Jo@morganstanley.com; Wonjae.Kim@morganstanley.com; rosebowl <[rosebowl@lge.com](mailto:rosebowl@lge.com)>; rosebowl-India@lge.com; 황제원 <[jewon.hwang@lge.com](mailto:jewon.hwang@lge.com)>; 오정규 <[jungkyu.oh@lge.com](mailto:jungkyu.oh@lge.com)>; 안성호 <[sungho.ahn@lge.com](mailto:sungho.ahn@lge.com)>; 홍승목 <[seungmok.hong@lge.com](mailto:seungmok.hong@lge.com)>; 이신지 <[shinjee.lee@lge.com](mailto:shinjee.lee@lge.com)>; 정인선 <[insun.chung@lge.com](mailto:insun.chung@lge.com)>; 국정훈 <[junghoon.kook@lge.com](mailto:junghoon.kook@lge.com)>; 정제원 <[jewon.jeong@lge.com](mailto:jewon.jeong@lge.com)>; 서화영 <[kevin.seo@lge.com](mailto:kevin.seo@lge.com)>; 이우해 <[woohae.lee@lge.com](mailto:woohae.lee@lge.com)>; ATUL KHANNA <[atul.khanna@lge.com](mailto:atul.khanna@lge.com)>; SANDEEP KUMAR <[sandeep3.kumar@lge.com](mailto:sandeep3.kumar@lge.com)>; 박종하 <[jonghah.park@lge.com](mailto:jonghah.park@lge.com)>; PRADEEP PANDA <[pradeep.panda@lge.com](mailto:pradeep.panda@lge.com)>; pj\_rosebowl\_wg@morganstanley.com; JPM\_ROSEBOWL\_WG@jpmorgan.com; dg.gcib\_in\_project\_rosebowl@bofa.com; projectrosebowl.ap.all@citi.com; projectrosebowl.workgroup@cyrilshroff.com; ROSEBOWL.LWTEAM@lw.com; projectrosebowl@whitecase.com; sonika.burman@pwandaffiliates.com; ankit.jain@bb.associates; payal.jain@bb.associates; Esha.Goel@lw.com; Project Rosebowl <[project.rosebowl@axiscap.in](mailto:project.rosebowl@axiscap.in)>; @SAM Project Rosebowl WGL <[projectrosebowl.wgl@AMSShardul.com](mailto:projectrosebowl.wgl@AMSShardul.com)>  
**Subject:** RE: Urgent Request to Investigate LG Electronics Before IPO Approval

EXTERNAL  
 EMAIL

Dear Romit,

This is further to my email below.

Just wanted to inform that Service team has confirmed that they have replaced the product as a goodwill gesture.

With Regards,  
 Umesh Kumar

----- Original Message -----

From : LGEIL Legal UMESH KUMAR Team Leader([umesh.kumar@lge.com](mailto:umesh.kumar@lge.com), 91-1-1-1)

To : "Srivastava Romit" <[romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)>

Cc : "Jigar Jain" <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>, YOUNG KYOON KIM Division Leader([youngkyoon.kim](mailto:youngkyoon.kim)), ATUL KHANNA Department Leader ([atul.khanna](mailto:atul.khanna)), "Dhawan Divya" <[divya.dhawan@AMSShardul.com](mailto:divya.dhawan@AMSShardul.com)>, [Satyam.Singhal@morganstanley.com](mailto:Satyam.Singhal@morganstanley.com), "Dutta Sayantan" <[sayantan.dutta@AMSShardul.com](mailto:sayantan.dutta@AMSShardul.com)>, "Patel Devi Prasad" <[devi.patel@AMSShardul.com](mailto:devi.patel@AMSShardul.com)>, [Bijun.Huang@lw.com](mailto:Bijun.Huang@lw.com), [rukman.banka@cyrilshroff.com](mailto:rukman.banka@cyrilshroff.com), "Singh Aryan" <[aryan.singh@AMSShardul.com](mailto:aryan.singh@AMSShardul.com)>, [Harry.Jo@morganstanley.com](mailto:Harry.Jo@morganstanley.com), [Wonjae.Kim@morganstanley.com](mailto:Wonjae.Kim@morganstanley.com), rosebowl \*([rosebowl](mailto:rosebowl)), [GROUP]rosebowl-India, Jewon Hwang Team Leader([jewon.hwang](mailto:jewon.hwang)), Jungkyu Oh Professional([jungkyu.oh](mailto:jungkyu.oh)), Sung Ho Ahn Specialist([sungho.ahn](mailto:sungho.ahn)), SEUNGMOK HONG Professional([seungmok.hong](mailto:seungmok.hong)), ShinJee Lee Specialist ([shinjee.lee](mailto:shinjee.lee)), Insun Chung Specialist([insun.chung](mailto:insun.chung)), Junghoon Kook Team Leader([junghoon.kook](mailto:junghoon.kook)), Je Won Jeong Professional([jewon.jeong](mailto:jewon.jeong)), Hwa Young Seo Team Leader([kevin.seo](mailto:kevin.seo)), WOOHAE LEE Team Leader([woohae.lee](mailto:woohae.lee)), ATUL KHANNA Department Leader([atul.khanna](mailto:atul.khanna)), SANDEEP KUMAR Team Leader([sandeep3.kumar](mailto:sandeep3.kumar)), Jonghah Park Professional([jonghah.park](mailto:jonghah.park)), PRADEEP PANDA COORDINATOR ([pradeep.panda](mailto:pradeep.panda)), [pj\\_rosebowl\\_wg@morganstanley.com](mailto:pj_rosebowl_wg@morganstanley.com), [JPM\\_ROSEBOWL\\_WG@jpmorgan.com](mailto:JPM_ROSEBOWL_WG@jpmorgan.com), [dq.gcib\\_in\\_project\\_rosebowl@bofa.com](mailto:dq.gcib_in_project_rosebowl@bofa.com), [projectrosebowl.ap.all@citi.com](mailto:projectrosebowl.ap.all@citi.com), [projectrosebowl.workgroup@cyrilshroff.com](mailto:projectrosebowl.workgroup@cyrilshroff.com), [ROSEBOWL.LWTEAM@lw.com](mailto:ROSEBOWL.LWTEAM@lw.com), [projectrosebowl@whitecase.com](mailto:projectrosebowl@whitecase.com), [sonika.burman@pwandaffiliates.com](mailto:sonika.burman@pwandaffiliates.com), [ankit.jain@bb.associates](mailto:ankit.jain@bb.associates), [payal.jain@bb.associates](mailto:payal.jain@bb.associates), [Esha.Goel@lw.com](mailto:Esha.Goel@lw.com), "Project Rosebowl" <[project.rosebowl@axiscap.in](mailto:project.rosebowl@axiscap.in)>, [projectrosebowl.wgl@AMSShardul.com](mailto:projectrosebowl.wgl@AMSShardul.com)

Date : 2024/12/11 12:45:11 [GMT+05:30]

Subject : RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear Romit,

Service Team has confirmed that no complaint/ letter received by us but Customer has registered call on call center details of which are mentioned below. It is relevant to mention that product was purchased on January 15, 2022 and standard warranty of one year already expired on January 14, 2022. The product was examined pursuant to call registered by Customer & found that it was damaged due to flood. Needless to mention that damage of product due to flood or due to any other external force is not covered under warranty, even if the product could have been under warranty which is not the present case. In view of the same the complaint of Customer to SEBI is completely baseless & arm twist approach to create undue pressure on the company.

However, Company as a goodwill gesture has agreed to replace the product.

Branch-VII, Zone-South 2

Escalation Reason-Repair Delay due to Flood effected unit having multiple issues.

Current situation- Replacement approval given to Branch.

Please check this case History.

Model No:-MC2886BFUM.DBKQILN / 110NMME013987, DOP:-15/01/2022

Customer Name:-PRASAD, Mobile No:-9398353588

LGEIL Vijaywada Direct Service [VIJ]

10-09-2024:- Call registered for no Power-RNP240910064179

27-09-2024:- Call closed:- PCB Replaced and set is okay.

15-11-2024:- Call registered for Not Heating-RNP241115031872

20-11-2024:- Engg visited found product non repairable due to so many parts damage in flood.

21-11-2024:- Customer is refused to bring the product at workshop.

07-12-2024:- Customer escalated to SEBI.

09-12-2024:- Customer escalated on Service India - VOC Created-VCP241209073752\_01

10-12-2024:- Spoken with customer to allow workshop repair but he refused

Case received from HQ as he escalated to SEBI.

[F/up]

10-12-2024:- Replacement approval given to Branch.

11-12-2024:- Customer given appointment today in 2nd half.

Would request to share draft reply for SEBI

Please let me know if you need any further information.

With Regards,

Umesh Kumar



----- Original Message -----

From : "Srivastava Romit" <[romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)>  
 To : "Jigar Jain" <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>, YOUNG KYOON KIM Division Leader([youngkyoon.kim](mailto:youngkyoon.kim)), ATUL KHANNA Department Leader ([atul.khanna](mailto:atul.khanna)), "Dhawan Divya" <[divya.dhawan@AMSShardul.com](mailto:divya.dhawan@AMSShardul.com)>, [Satyam.Singhal@morganstanley.com](mailto:Satyam.Singhal@morganstanley.com), "Dutta Sayantan" <[sayantan.dutta@AMSShardul.com](mailto:sayantan.dutta@AMSShardul.com)>, "Patel Devi Prasad" <[devi.patel@AMSShardul.com](mailto:devi.patel@AMSShardul.com)>, [Bijun.Huang@lw.com](mailto:Bijun.Huang@lw.com), [rukman.banka@cyrilshroff.com](mailto:rukman.banka@cyrilshroff.com), "Singh Aryan" <[aryan.singh@AMSShardul.com](mailto:aryan.singh@AMSShardul.com)>, [Harry.Jo@morganstanley.com](mailto:Harry.Jo@morganstanley.com), [Wonjae.Kim@morganstanley.com](mailto:Wonjae.Kim@morganstanley.com), rosebowl \*([rosebowl](mailto:rosebowl)), [GROUP][rosebowl-India](mailto:rosebowl-India), Jewon Hwang Team Leader([jewon.hwang](mailto:jewon.hwang)), Jungkyu Oh Professional([jungkyu.oh](mailto:jungkyu.oh)), Sung Ho Ahn Specialist([sungho.ahn](mailto:sungho.ahn)), SEUNGMOK HONG Professional([seungmok.hong](mailto:seungmok.hong)), ShinJee Lee Specialist ([shinjee.lee](mailto:shinjee.lee)), Insun Chung Specialist([insun.chung](mailto:insun.chung)), Junghoon Kook Team Leader([junghoon.kook](mailto:junghoon.kook)), Je Won Jeong Professional([jewon.jeong](mailto:jewon.jeong)), Hwa Young Seo Team Leader([kevin.seo](mailto:kevin.seo)), WOOHAE LEE Team Leader([woohae.lee](mailto:woohae.lee)), ATUL KHANNA Department Leader([atul.khanna](mailto:atul.khanna)), SANDEEP KUMAR Team Leader([sandeep3.kumar](mailto:sandeep3.kumar)), Jonghah Park Professional([jonghah.park](mailto:jonghah.park)), PRADEEP PANDA COORDINATOR ([pradeep.panda](mailto:pradeep.panda)), UMESH KUMAR Team Leader([umesh.kumar](mailto:umesh.kumar)), [pj\\_rosebowl\\_wg@morganstanley.com](mailto:pj_rosebowl_wg@morganstanley.com), [JPM\\_ROSEBOWL\\_WG@jpmorgan.com](mailto:JPM_ROSEBOWL_WG@jpmorgan.com), [dq.qcib\\_in\\_project\\_rosebowl@bofa.com](mailto:dq.qcib_in_project_rosebowl@bofa.com), [projectrosebowl.ap.all@citi.com](mailto:projectrosebowl.ap.all@citi.com), [projectrosebowl.workgroup@cyrilshroff.com](mailto:projectrosebowl.workgroup@cyrilshroff.com), [ROSEBOWL.LWTEAM@lw.com](mailto:ROSEBOWL.LWTEAM@lw.com), [projectrosebowl@whitecase.com](mailto:projectrosebowl@whitecase.com), [sonika.burman@pwandaffiliates.com](mailto:sonika.burman@pwandaffiliates.com), [ankit.jain@bb.associates](mailto:ankit.jain@bb.associates), [payal.jain@bb.associates](mailto:payal.jain@bb.associates), [Esha.Goel@lw.com](mailto:Esha.Goel@lw.com), UMESH KUMAR Team Leader([umesh.kumar](mailto:umesh.kumar)), "Project Rosebowl" <[project.rosebowl@axiscap.in](mailto:project.rosebowl@axiscap.in)>  
 Cc : [projectrosebowl.wgl@AMSShardul.com](mailto:projectrosebowl.wgl@AMSShardul.com)  
 Date : 2024/12/11 11:52:57 [GMT+05:30]  
 Subject : RE: Urgent Request to Investigate LG Electronics Before IPO Approval

Dear Umesh ji,

As discussed yesterday, request you to share copies of previous complaints received from the Mr. Prasad and any replies sent by LGEIL in relation to such complaints.

Kind regards,  
 Romit

Romit Srivastava  
 Senior Associate

**Shardul Amarchand Mangaldas & Co**  
 Advocates & Solicitors

Amarchand Towers, 216 Okhla Industrial Estate, Phase III, New Delhi - 110 020, India

T +91 11 41590700, 40606060 ext. 4569 F: +91 11 2692 4900

M +918448798977

E [romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)

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**From:** Jigar Jain <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>

**Sent:** Tuesday, December 10, 2024 11:32 AM

**To:** [youngkyoon.kim@lge.com](mailto:youngkyoon.kim@lge.com) <[youngkyoon.kim@lge.com](mailto:youngkyoon.kim@lge.com)>; [atul.khanna@lge.com](mailto:atul.khanna@lge.com); Dhawan, Divya <[divya.dhawan@AMSShardul.com](mailto:divya.dhawan@AMSShardul.com)>; 'Satyam.Singhal@morganstanley.com' <[Satyam.Singhal@morganstanley.com](mailto:Satyam.Singhal@morganstanley.com)>; Dutta, Sayantan <[sayantan.dutta@AMSShardul.com](mailto:sayantan.dutta@AMSShardul.com)>; Patel, Devi Prasad <[devi.patel@AMSShardul.com](mailto:devi.patel@AMSShardul.com)>; [Bijun.Huang@lw.com](mailto:Bijun.Huang@lw.com); [rukman.banka@cyrilshroff.com](mailto:rukman.banka@cyrilshroff.com) <[rukman.banka@cyrilshroff.com](mailto:rukman.banka@cyrilshroff.com)>; Singh, Aryan <[aryan.singh@AMSShardul.com](mailto:aryan.singh@AMSShardul.com)>; [Harry.Jo@morganstanley.com](mailto:Harry.Jo@morganstanley.com); Srivastava, Romit <[romit.srivastava@AMSShardul.com](mailto:romit.srivastava@AMSShardul.com)>; [Wonjae.Kim@morganstanley.com](mailto:Wonjae.Kim@morganstanley.com) <[Wonjae.Kim@morganstanley.com](mailto:Wonjae.Kim@morganstanley.com)>; [rosebowl@lge.com](mailto:rosebowl@lge.com); [rosebowl-India@lge.com](mailto:rosebowl-India@lge.com); [jewon.hwang@lge.com](mailto:jewon.hwang@lge.com) <[jewon.hwang@lge.com](mailto:jewon.hwang@lge.com)>; [jungkyu.oh@lge.com](mailto:jungkyu.oh@lge.com); [sungho.ahn@lge.com](mailto:sungho.ahn@lge.com); [seungmok.hong@lge.com](mailto:seungmok.hong@lge.com) <[seungmok.hong@lge.com](mailto:seungmok.hong@lge.com)>; [shinjee.lee@lge.com](mailto:shinjee.lee@lge.com); [insun.chung@lge.com](mailto:insun.chung@lge.com); [junghoon.kook@lge.com](mailto:junghoon.kook@lge.com) <[junghoon.kook@lge.com](mailto:junghoon.kook@lge.com)>; [jewon.jeong@lge.com](mailto:jewon.jeong@lge.com); [kevin.seo@lge.com](mailto:kevin.seo@lge.com); [woohae.lee@lge.com](mailto:woohae.lee@lge.com) <[woohae.lee@lge.com](mailto:woohae.lee@lge.com)>; [atul.khanna@lge.com](mailto:atul.khanna@lge.com); [sandeep3.kumar@lge.com](mailto:sandeep3.kumar@lge.com); [jonghah.park@lge.com](mailto:jonghah.park@lge.com) <[jonghah.park@lge.com](mailto:jonghah.park@lge.com)>; [pradeep.panda@lge.com](mailto:pradeep.panda@lge.com); [umesh.kumar@lge.com](mailto:umesh.kumar@lge.com); [pj\\_rosebowl\\_wg@morganstanley.com](mailto:pj_rosebowl_wg@morganstanley.com); [JPM\\_ROSEBOWL\\_WG@jpmorgan.com](mailto:JPM_ROSEBOWL_WG@jpmorgan.com); [dq.gcib\\_in\\_project\\_rosebowl@bofa.com](mailto:dq.gcib_in_project_rosebowl@bofa.com) <[dq.gcib\\_in\\_project\\_rosebowl@bofa.com](mailto:dq.gcib_in_project_rosebowl@bofa.com)>; [projectrosebowl.ap.all@citi.com](mailto:projectrosebowl.ap.all@citi.com) <[projectrosebowl.ap.all@citi.com](mailto:projectrosebowl.ap.all@citi.com)>; [projectrosebowl.workgroup@cyrilshroff.com](mailto:projectrosebowl.workgroup@cyrilshroff.com) <[projectrosebowl.workgroup@cyrilshroff.com](mailto:projectrosebowl.workgroup@cyrilshroff.com)>; [ROSEBOWL.LWTEAM@lw.com](mailto:ROSEBOWL.LWTEAM@lw.com) <[ROSEBOWL.LWTEAM@lw.com](mailto:ROSEBOWL.LWTEAM@lw.com)>; [projectrosebowl@whitecase.com](mailto:projectrosebowl@whitecase.com) <[projectrosebowl@whitecase.com](mailto:projectrosebowl@whitecase.com)>; @SAM Project Rosebowl WGL <[projectrosebowl.wgl@AMSShardul.com](mailto:projectrosebowl.wgl@AMSShardul.com)>; [sonika.burman@pwandaffiliates.com](mailto:sonika.burman@pwandaffiliates.com) <[sonika.burman@pwandaffiliates.com](mailto:sonika.burman@pwandaffiliates.com)>; [ankit.jain@bb.associates](mailto:ankit.jain@bb.associates) <[ankit.jain@bb.associates](mailto:ankit.jain@bb.associates)>; [payal.jain@bb.associates](mailto:payal.jain@bb.associates) <[payal.jain@bb.associates](mailto:payal.jain@bb.associates)>; [Esha.Goel@lw.com](mailto:Esha.Goel@lw.com)

**Cc:** Project Rosebowl <[project.rosebowl@axiscap.in](mailto:project.rosebowl@axiscap.in)>

**Subject:** FW: Urgent Request to Investigate LG Electronics Before IPO Approval

EXTERNAL  
EMAIL

Dear All,

Please find below email received from SEBI in respect of complaint by a customer.

Request SAM team to prepare draft response for SEBI as well as complainant and share with the group for review.

Regards,

Jigar Jain

Assistant Vice President | Investment Banking - Corporate Finance |

**Axis Capital Limited** | Axis House | Wadia International Centre | P.B. Marg | Worli | Mumbai – 400 025

Tel: (Direct) + 91 22 4325 2182 | Mobile: +91 9029585065

Axis Bank | Axis Asset Management | Axis Securities | Axis Finance | Axis Trustee | Axis Bank UK

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**From:** Ashish Solankey <[ashishsingh@sebi.gov.in](mailto:ashishsingh@sebi.gov.in)>

**Sent:** 10 December 2024 10:09

**To:** Jigar Jain <[jigar.jain@axiscap.in](mailto:jigar.jain@axiscap.in)>



Cc: E BALASUBRAMANIAN <[ebala@sebi.gov.in](mailto:ebala@sebi.gov.in)>; Poonam <[Poonam@sebi.gov.in](mailto:Poonam@sebi.gov.in)>

Subject: FW: Urgent Request to Investigate LG Electronics Before IPO Approval

**CAUTION : External Email - VALIDATE SENDER before CLICKING on  
Links/Attachments.**

Sir/Madam,

The trailing email dated December 7, 2024 received from Mr. Prasad may be referred.

In this regard, the LM is advised to provide its comments on same. Further, a detailed reply may also be sent to the complainant.

Regards,

Ashish Solankey  
Assistant General Manager,  
RAC-DIL 1  
Corporation Finance Department  
Securities and Exchange Board of India  
Tel (D): +91 22 2644 9782  
SEBI Bhavan | C4-A, G Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051

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From: Prasad S <[prasadblossom@gmail.com](mailto:prasadblossom@gmail.com)>

Sent: 07/12/2024 1:10 PM

To: sebi <[sebi@sebi.gov.in](mailto:sebi@sebi.gov.in)>

Subject: Urgent Request to Investigate LG Electronics Before IPO Approval

**To  
The Chairman  
Securities and Exchange Board of India (SEBI)  
SEBI Bhavan  
Plot No. C4-A, G Block  
Bandra Kurla Complex  
Bandra (East), Mumbai – 400 051**

**Dear Sir/Madam,**

**I am writing this letter as a deeply frustrated customer of LG Electronics. Despite purchasing one of their products and filing a complaint four months ago due to issues with the item, I have yet to receive any resolution from the company. Not only has LG Electronics ignored my complaint, but they have also shown a complete lack of responsibility by failing to respond to my repeated emails.**

**First Complaint no 241008086424**

**Without knowing my complaint not solved**

**Again reraised same complaint again they gave no  
241115031872**

**This complaint also not solved**

**Recently, I learned that LG Electronics is planning to launch an IPO. This news has compelled me to bring my grievance to SEBI's attention, as I believe it is imperative to protect potential investors from the poor customer service practices I have personally experienced. A company that cannot address its existing customers' complaints in a timely and professional manner raises significant concerns about its ability to uphold shareholder value and ethical business practices.**

**To add to my frustration, I have also lodged a complaint with the Central Consumer Protection Authority (CCPA), but even after escalating my issue, there has been no resolution. This lack of accountability from both LG Electronics and the concerned consumer departments leaves me with no choice but to escalate this matter to SEBI, which is widely recognized as an excellent and trustworthy regulatory body protecting investors' interests.**

**I urge SEBI to thoroughly investigate LG Electronics' track record of customer complaint handling and business ethics before granting them any IPO approval. Allowing a company with such a history of unresolved customer grievances to go public could expose future investors to similar neglect and dishonesty.**



**I trust SEBI to take swift and stringent action in this matter, ensuring that the company's values align with the standards expected in India's capital market.**

**I look forward to hearing from your department on this matter at the earliest.**

**Sincerely,  
PRASAD  
9398353588**

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