# LOOKS HEALTH SERVICES LIMITED

(Earlier Known as Monarch Health Services Limited)



4th Annual Report **FY 2014 - 2015** 

# **CORPORATE INFORMATION**

### **Board of Directors**

Dr. Nishita Sheth Managing Director

\*Dr. Prashant Vikram Director

Pritesh Champalal Doshi Whole Time Director/Compliance Officer

Deepak Meghraj Doshi Independent Director Dhruvaprakash Shetty Independent Director Narpatraj Rajmal Bafna Independent Director

\* Dr. Prashant Vikram Resigned w.e.f. 7/01/2015 & appointed as C.F.O. w.e.f. 8/01/2015

**Additional Information** 

**Registered Office** 28/3, Next to Jari Mari Mandir,

S.V.Road, Bandra (W) Mumbai: 400050

Tel: 022-2642 0655

Website: www.looksclinic.com

Auditors KRIPLANI MILANI & CO.

Office No. 203, Mint Chambers, 45 / 47, Mint Road, Opp. GPO, Fort, Mumbai - 400001 Cell No.- 9860220400 Email - bharat@cakmco.com

Registrar & Transfer Agent SHAREPRO SERVICES (I) PVT LTD

13AB, Samitha Warehousing Complex, 2nd Floor, Sakinaka Telephone Exchange Lane, Off Andheri Kurla Road, Sakinaka, Andheri

(E), Mumbai 400072.

Tel: +91-22- 67720337 Fax: +91-22- 28591568

Website: www.shareproservices.com Email: anil.s@shareproservices.com

Bankers HDFC Bank Limited

Bank of Baroda

Kotak Mahindra Bank Ltd

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**NOTE:** Shareholders are requested to bring their copy of the Annual Report along with them At the Annual General Meeting

# NOTICE

NOTICE is hereby given that the Fourth Annual General Meeting of the members of the Company will be held at 28/3, Next to Jari Mari Mandir, S.V. Road, Bandra (W). Mumbai 400050 on Wednesday, 30th September, 2015 at 1:00 P.M. to transact the following business:

#### **Ordinary Business**

- To consider and adopt the audited Profit & Loss A/c. of the Company for the period ended 31st March 2015 and the Balance Sheet as at that date together with the Director's Report thereon.
- To appoint M/s. Kriplani Milani & Co. Chartered Accountants, Mumbai as Statutory Auditors of the Company and to pass the following as an ordinary resolution:
  - "RESOLVED THAT pursuant to the provisions of Section 139 and all other applicable provisions of the Companies Act, 2013 (the "Act") read with Rule 3(7) of the Companies (Audit and Auditors) Rules, 2014 (including any statutory modification(s) or re-enactment thereof for the time being in force), the Company hereby ratifies the appointment of M/s. Kriplani Milani & Co, Chartered Accountants (Firm Registration No. 130461W), as the Statutory Auditors of the Company to hold office from the conclusion of this meeting until the conclusion of the Annual General Meeting to be held for the financial year 2015-16 on such remuneration as may be determined by the Board of Directors."
- To appoint a Director in place of Dr. Pritesh Doshi who retires by rotation and being eligible offers himself for reappointment.

# **Special Business:**

 To make issue of Bonus Equity shares by way of Capitalization of Share Premium -

To consider and if thought fit, to pass the following resolutions as a Special resolution:

"RESOLVED THAT, in accordance with Section 63 and other applicable provisions of the Companies Act, 2013, read with Rule 14 of the Companies (Share Capital & Debentures) Rules, 2014 (including any statutory modification or re enactment thereof for the time being in force), the relevant provisions of the Memorandum and Articles of Association of the Company and the recommendation of the Board of Directors of the Company (hereinafter referred to as 'the Board', which expression shall be deemed to

include a Committee of Directors duly authorized by the Board in this behalf), and subject to the regulations and guidelines issued by the Securities and Exchange Board of India (SEBI), including the Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2009 (as amended from time to time) and such permissions, sanctions and approvals as may be required in this regard, consent of the Members be and is hereby accorded to the Board for capitalization of such sum standing to the credit of the securities premium of the Company, as may be considered necessary by the Board, for the purpose of issuance of bonus shares of ₹10 (Rupees Ten only) each, credited as fully paid up shares to the holders of the existing equity shares of the Company, whose names appear in the Register of Members maintained by the Company / List of Beneficial Owners, as received from the National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL), on such record date as may be fixed in this regard by the Board, in the proportion of 3 (Three) equity share for every 4 (Four) existing equity share held by the Members on the footing that they become entitled thereto as capital and not as income and that such new shares, as and when issued and fully paid, shall rank pari passu with the existing issued Equity Shares of the Company in all respects including dividend"

"RESOLVED FURTHER THAT, no allotment letters shall be issued to the allottees for Bonus Shares to the shareholders who hold their existing Equity Shares in electronic form, as Bonus Shares shall be credited to their respective demat accounts within the period prescribed or that may be prescribed on this behalf, from time to time"

"RESOLVED FURTHER THAT for the shareholders who hold their existing Equity Shares in physical form, the share certificate(s) in respect of the Bonus Shares shall be completed and thereafter be dispatched within the period prescribed or that may be prescribed on this behalf, from time to time.

"RESOLVED FURTHER THAT, the Bonus Shares so allotted shall rank pari passu in all respects with the fully paid-up equity shares of the Company as existing on the 'record date', save and except that they shall not be entitled to any dividend that may be declared before the 'record date"

"RESOLVED FURTHER THAT, the issue and allotment of said bonus shares to the extent that they relate to Non-Resident Indians (NRI's), Person of Indian Origin (PIO)/Overseas Corporate Bodies (OCB's) and other Foreign Investors of the Company will be subject to the approval of the Reserve Bank of India (RBI) & any other regulatory authority, as may be required.

"RESOLVED FURTHER THAT, the Bonus Shares so allotted shall always be subject to the terms and conditions contained in the Memorandum and Articles of Association of the Company"

"RESOLVED FURTHER THAT, the Board be and is hereby authorized to take all other steps as may be necessary to give effect to the aforesaid resolution and determine all other terms and conditions of the issue of bonus shares as the Board may in its absolute discretion deem fit"

"RESOLVED FURTHER THAT, for the purpose of giving effect to this resolution, the Board be and is hereby authorized to do all such acts, deeds, matters and things, including, without limitations, filing of documents with all the statutory authorities and delegation of all or any of its powers herein conferred, to Mr. Pritesh Doshi or Dr. Nishita Sheth, Directors of the Company or Mr. Prashant Vikram, CFO of the Company"

5) Increased in Authorized share capital -

To consider and if thought fit, to pass with or without modification(s) the following resolution as a special resolution:

"RESOLVED THAT pursuant to the provisions of Section 61 and 64 and other applicable provisions, if any, of the Companies Act, 2013 (including any amendment thereto or re-enactment thereof) and the rules framed there under, the consent of the Board of Directors of the Company be and is hereby accorded, subject to the approvals of shareholders in the General meeting, to increase the Authorized Share Capital of the Company from existing Rs. 6,00,00,000 (Rupees Six Crores) divided into 60,00,000 (Sixty Lacs) Equity Shares of Rs. 10/- each to Rs. 12,00,00,000 (Rupees Twelve Crores) divided into 1,20,00,000 (One Crore Twenty Lacs) Equity Shares of Rs. 10/- each by creation of additional 60,00,000 (Sixty Lacs) Equity Shares of Rs. 10/- each ranking pari passu in all respect with the existing Equity Shares of the Company.

 Alteration in the Capital Clause of Memorandum of Association - To consider and if thought fit, to pass with or without modification(s) the following resolution as a special resolution:

"RESOLVED THAT pursuant to the provisions of Section 13, 61 and 64 and other applicable provisions of the Companies Act, 2013 (including any amendment thereto or re-enactment thereof) and the rules framed thereunder, the consent of the Board of Directors of the Company be and is hereby accorded, subject to the approvals of shareholders in the General meeting, for substituting Clause V of the Memorandum of Association of the Company with the following Clause V. The Authorised Share Capital of the Company is Rs. 12,00,00,000/- (Rupees Twelve Crores Only) divided into 1,20,00,000 (One Crore Twenty Lacs) Equity Shares of face value of Rs. 10/- (Rupees Ten only) each."

7) Alteration in Capital Clause of Articles of Association- To consider and, if thought fit, to pass the following resolution as a Special Resolution:

"RESOLVED THAT, pursuant to the provisions of Section 14, 61 and 64 and other applicable provisions of the Companies Act, 2013 and the rules issued there under (including any statutory modification or re enactment thereof for the time being in force), Article 3 (a) of the Articles of Association of the Company be and is hereby amended and substituted by the following:

- 3. (a) The authorized share capital of the Company is Rs. 12,00,00,000/- (Rupees Twelve Crores Only) divided into 1,20,00,000 (One Crore Twenty Lacs) Equity Shares of Rs. 10/- (Rupees Ten Only).
- 8) To consider, adopt & if thought fit to discuss all the matters as would arise in the course of the meeting with the permission of chair person.

By Order of the Board For Looks Health Services Limited

Sd/-

Pritesh Doshi Director DIN: 05155318

Date : 04.09.2015 Place : Mumbai

# NOTES:

- A member entitled to attend and vote at the meeting is entitled to appoint one or more proxies to attend and vote (only on poll) instead of himself and the proxy need not be a member of the Company. The duly completed and signed proxy form should reach the registered office of the company, not less than forty eight hours before the scheduled time of the annual general meeting.
- The Statement Pursuant to section 102 of the Companies Act, 2013 with respect to special business set out in the Notice is annexed.
- Corporate Members are requested to send to the Company a duly certified copy of the Board Resolution, pursuant to Section 113 of the Companies Act, 2013 authorizing their representative to attend and vote at the Annual General Meeting.
- 4. Members holding shares in physical form are requested to notify change in address, bank mandate and bank particulars for printing on the dividend warrants, if any, under their signatures to Sharepro Services (I) Private Limited, 13 AB, Samhita Warehousing Complex, Sakinaka Telephone Exchange Lane, Off Andheri Kurla Road, Sakinaka, Andheri (East), Mumbai 400 072, Maharashtra, the Registrar, quoting Folio Nos. Members holding shares in electronic form may update such details with their respective Depository Participants.
- The share transfer books and Member Register of the Company will remain closed from 23rd September, 2015 to 30<sup>th</sup> September, 2015 (both days inclusive).
- Members seeking any information regarding accounts should write to the Company at least seven

- days before the date of the meeting so as to enable the Management to keep the information ready.
- All documents meant for inspection and referred in the accompanying Annual Report are open for inspection at the Registered Office of the Company during office hours between 11.00 am to 1.00 pm on all working days till the date of Annual General Meeting.
- Members are required to bring their admission slip along-with copy of the Annual Report at the Annual General Meeting.
- Members who have not registered their email addresses so far are requested to register their e-mail address for receiving all communication including Annual Report, Notices, Circulars etc. from the Company electronically.
- 10. In compliance with the provisions of section 108 of the Companies Act, 2013 read with Rule 20 of the Companies (Management and Administration) Rules, 2014, the Company has to offer the facility of voting through electronic means.
  - In terms of notification issued by the Ministry of Corporate Affairs dated 19.03.2015 the Company being SME listed Company is exempt from e-voting and hence voting will be done by show of hands at the Annual General Meeting.
- 11. Pursuant to SS-2 i.e. Secretarial Standard on General Meetings as issued by the Institute of Company Secretaries of India, the route map for reaching the Meeting venue showing the prominent landmarks is given elsewhere in this Notice. Further, the Company has uploaded the above route map on its website at <a href="https://www.looksclinic.com">www.looksclinic.com</a>

# **EXPLANATORY STATEMENT –**

# STATEMENT PURSUANT TO SECTION 102(1) & 110 OF THE COMPANIES ACT'2013 -

### Item No.4

The Equity Shares of your Company are listed on BSE-SME Exchange. With a view to encourage participation of small investors, increase the liquidity of the shareholders & to expand the retail shareholder base, the Board has considered and recommended the bonus issue of 3 (Three) new Equity Share(s) for every 4 (Four) Equity Share held on the date on which transfer books are closed. The said Bonus Shares shall rank pari-passu with the existing Equity Shares.

#### Item no.5

Since the paid-up capital of the Company has already reached at par with the Authorized Share Capital of the Company; in order to issue further shares to the Shareholders, the Company must first increase its authorized share capital. Hence the boards of directors of the Company (Board) vide its resolution dated 24 July, 2015 has proposed to increase the authorized share capital of the Company. Pursuant to Sections 61(1) (a) and 64(1) (a) of the Companies Act, 2013, the shareholders of the Company must accord their consent to the proposed increase in the authorized share capital. The Board therefore seeks approval for the same. None of the Director is interested.

#### Item No.6

In order to reflect the increase authorized share capital of the Company, and in order to confirm to the requirements of the Companies Act, 2013, Clause V (a) of the Memorandum of Association of the Company must be amended. A draft of the amended Memorandum of Association with the following Clause V(a) was tabled and initialed for discussion: "...V(a) The Authorized Share Capital of the Company is Rs. 12,00,00,000/- (Rupees Twelve Crores) divided into 1,20,00,000 (One Crore Twenty Lacs) Equity Shares of Rs. 10/- each". As Per section 13 of Company

nies Act, 2013, the alteration of the Memorandum of association of the Company requires the approval of shareholders. The Board now seeks the approval of shareholders for the same. None of the Director is interested.

#### Item No.7

In order to reflect the increase authorized share capital of the Company, and in order to conform to the requirements of the Companies Act, 2013 the Articles of Association of the Company must be amended and restated. A draft of the amended and restated Articles of Association is tabled for discussion. As per section 14 of Companies Act, 2013 the alteration of the articles of association of the Company requires the approval of shareholders. The Board now seeks the approval of shareholders for the same. A draft of the altered Articles of Association with the following Article 3 (a) was tabled and initialed for discussion: "...3 (a) The Authorized Share Capital of the Company is Rs. 12,00,00,000/- (Rupees Twelve Crores Only) divided into 1,20,00,000 (One Crore Twenty Lacs) Equity Shares of face value of Rs. 10/- (Rupees Ten only) each."

None of other directors are concerned or interested in these resolutions except to the extent of their holding, if any.

The Board of Directors recommends the proposed resolution for acceptance by member.

By Order of the Board For Looks Health Services Limited

Sd/-

Pritesh Doshi

Director Date : 04.09.2015

DIN: 05155318 Place : Mumbai

# ANNEXURE -

Information pursuant to Clause 52 of the Listing Agreement regarding appointment of new Director or reappointment of a Director –

Name of the Director	Mr. Pritesh Doshi	
Date of Birth	23/06/1990	
Date of Appointment	24/12/2011	
Specialized Expertise	Good experience in Administrative & Financial Matters	
Qualifications	B.Com.	
Directorship of other Companies as at 31/03/15.	4	
Chairmanship/Membership of other Committees as at 31/03/15.		
No. of Shares held in Company as on 31/03/15.	70,000 Shares	

### **DIRECTOR'S REPORT**

For the Financial Year Ended on 31st March, 2015

Dear Shareholders,

Your Directors have great pleasure in presenting the 4th Annual Report together with the Audited Balance Sheet as at 31st March, 2015 and Profit & Loss Account for the year ended on that date.

#### 1. FINANCIAL STATEMENTS & RESULTS:

#### a. Financial Results

The Company's performance during the year ended 31st March, 2015 as compared to the previous financial year, is summarized below:

(Amount in Rs.)

Particular	For the Financial year ended 31st March, 2015	For the Financial year ended 31st March, 2014
Income	31035409	32016928
Less: Expenses	32541518	31999978
Profit/(Loss) before tax	(1506109)	16950
Less: Provision for tax/ Deferred Tax	(102,373)	(59,779)
Income Tax of earlier years w/off	0	0
Exception Income	0	0
Exception expenditure	0	0
Profit after Tax	(1608482)	(42829)
No. of Equity Shares	6000000	6000000
EPS	(0.27)	(0.01)

# b. Operations:

There was no change in nature of the business of the Company, during the year under review.

# c. Subsidiaries:

Presently, there is no subsidiary of the Company.

# d. Consolidated Financial Statements:

Since there is no subsidiary of the Company at present, hence no consolidated financial Statements have been prepared.

#### e. Dividend:

In order to conserve future resources, your Directors have not recommended any dividend for the financial year under review.

#### f. Revision of Financial Statement:

There was no revision of the financial statements for the year under review.

### g. Deposits:

The Company has not accepted or renewed any amount falling within the purview of provisions of Section 73 of the Companies Act 2013 ("the Act") read with the Companies (Acceptance of Deposit) Rules, 2014 during the year under review. Hence, the requirement for furnishing of details of deposits which are not in compliance with the Chapter V of the Act is not applicable.

# h. Disclosures Under Section 134(3)(L) Of The Companies Act, 2013:

Except as disclosed elsewhere in this report, no material changes and commitments which could affect the Company's financial position have occurred between the end of the financial year of the Company and date of this report.

#### i. Disclosure of Internal Financial Controls:

The Internal Financial Controls with reference to financial statements as designed and implemented by the Company are adequate. During the year under review, no material or serious observation has been received from the Internal Auditors of the Company for inefficiency or inadequacy of such controls.

# j. Disclosure of Orders Passed By Regulators or Courts or Tribunal:

No orders have been passed by any Regulator or Court or Tribunal which can have impact on the going concern status and the Company's operations in future.

# k. Particular of Contracts or Arrangement with Related Parties:

The details of transactions/contracts/arrangements entered by the Company with related party (ies) as defined under the provisions of Section 2(76) of the Companies Act, 2013, during the financial year under review, are furnished in Annexure II and forms part of this Report.

# I. Particulars of Loans, Guarantees, Investments and Securities:

Full particulars of loans, guarantees, investments and securities provided during the financial year under review along with the purposes for which such loans, guarantees and securities are proposed to be utilized by the recipients thereof, has been furnished in Annexure III which forms part of this report.

# m. Disclosure Under Section 43(A)(Ii) Of The Companies Act, 2013:

The Company has not issued any shares with differential rights and hence no information as per provisions of Section 43(a)(ii) of the Act read with Rule 4(4) of the Companies (Share Capital and Debenture) Rules, 2014 is furnished.

# n. Disclosure Under Section 54(1)(D) Of The Companies Act, 2013:

The Company has not issued any sweat equity shares during the year under review and hence no information as per provisions of Section 54(1)(d) of the Act read with Rule 8(13) of the Companies (Share Capital and Debenture) Rules, 2014 is furnished.

# O. Disclosure Under Section 62(1)(B) Of The Companies Act, 2013:

The Company has not issued any equity shares under Employees Stock Option Scheme during the year under review and hence no information as per provisions of Section 62(1)(b) of the Act read with Rule 12(9) of the Companies (Share Capital and Debenture) Rules, 2014 is furnished.

# p. Disclosure under Section 67(3) Of the Companies Act, 2013:

During the year under review, there were no instances of non-exercising of voting rights in respect of shares purchased directly by employees under a scheme pursuant to Section 67(3) of the Act read with Rule 16(4) of Companies (Share Capital and Debentures) Rules, 2014 is furnished.

# q. Initial Public Offering:

During The Year 2012 -13, the Company came out with an Initial Public Offering of 30,00,000 Equity Shares of the Face Value of Rs. 10/- Each for Cash at a Price of Rs. 40/- Per Share (Including a Share Premium) Aggregating to Rs. 1200 lacs.

The Public Issue opened for subscription on 12<sup>th</sup> May, 2012 and closed on 16<sup>th</sup> May, 2012. The basis of Allotment was finalized in consultation with the Designated Stock Exchange – Bombay Stock Exchange Limited on 24<sup>th</sup> May, 2012. The Company's Shares got listed on the SME Platform of BSE Limited w.e.f. 30<sup>th</sup> May, 2012.

# r. Report On Utilization Of IPO Funds During The Year:

Particulars	Amount (In Rs.)
	31/03/2015
Funds raised from Public Issue (including share premium)	1,200.00
Less – Utilization of Funds	
Towards purchase of Fixed Assets (Med. & Off.	00.40
Equipments)	80.40
Working Capital	137.48
IPO Expenses	42.32
Inter Corporate Deposits given (Temporary)	939.80

Company has utilised the funds raised from its IPO towards the object for which they were raised and balance unutilized were parked on temporary basis with various Corporate as ICD's on which interest was earned.

# 2. MATTERS RELATED TO DIRECTORS AND KEY MANAGERIAL PERSONNEL

### a) BOARD OF DIRECTORS & KEY MANAGE-RIAL PERSONNEL

-Dr. Nishita Sheth (DIN No. 02190381), \*Dr.Prasant Ramakant Vikram, Dhruvaprakash Shetty (Din No.05164804), Deepak Meghraj Doshi (Din No.00677220), Narpatraj Rajmal Bafna (Din No.05217709), Pritesh Champalal Doshi (Din No.05155318) are Directors of the Company.

\* Dr. Prashant Vikram Resigned w.e.f. 7/01/2015 & appointed as C.F.O. w.e.f. 8/01/2015

Prasant Ramakant Vikram was appointed as Key Managerial Person designated as Chief Financial Officer of the Company.

# b) DECLARATIONS BY INDEPENDENT DIREC-TORS:

The Company has received declarations form all the Independent Directors under Section 149(6) of the Companies Act, 2013 confirming their independence vis-à-vis the Company.

# 3. DISCLOSURES RELATED TO BOARD, COMMITTEES AND POLICIES:

# a. BOARD MEETINGS:

The Board of Directors met Four times during the financial year ended 31st March 2015 in accordance with the provisions of the Companies Act, 2013 and rules made there under.

The dates on which the Board of Directors met during the financial year under review are 30<sup>th</sup> May, 2014, 02<sup>nd</sup> September, 2014, 14<sup>th</sup> November, 2014,8<sup>th</sup> January,2015, 28th January, 2015.

### b. DIRECTOR'S RESPONSIBILITY STATEMENT:

In terms of Section 134(5) of the Companies Act, 2013, in relation to the audited financial statements of the Company for the year ended 31st March, 2015, the Board of Directors hereby confirms that:

- in the preparation of the annual accounts, the applicable accounting standards had been followed along with proper explanation relating to material departures;
- such accounting policies have been selected and applied consistently and the Directors made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company as at 31st March, 2015 and of the profit/loss of the Company for that year;
- c. proper and sufficient care was taken for the maintenance of adequate accounting records in accordance with the provisions of this Act for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities:
- d. the annual accounts of the Company have been prepared on a going concern basis:
- e. internal financial controls have been laid down to be followed by the Company and that such internal financial controls are adequate and were operating effectively;
- f. proper systems have been devised to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively;

# c. NOMINATION AND REMUNERATION COMMITTEE:

The Nomination and Remuneration Committee of Directors as constituted by the Board of Directors of the Company in accordance with the requirements of Section 178 of the Act.

The composition of the committee is as under:

- Mr. Dhruvaprakash Shetty, Chairman & Independent Director
- Mr. Pritesh Champalal Doshi, Member & Whole time Director

Mr. Deepak Meghraj Doshi, Member & Independent Director

The Board has in accordance with the provisions of sub-section (3) of Section 178 of the Companies Act, 2013, formulated the policy setting out the criteria for determining qualifications, positive attributes, independence of a Director and policy relating to remuneration for Directors, Key Managerial Personnel and other employees.

Major criteria defined in the policy framed for appointment of and payment of remuneration to the Directors of the Company, are as under:

- Minimum Qualification
- Positive Attributes
- Independence
- Experience

#### d. AUDIT COMMITTEE:

The Audit Committee of Directors was constituted pursuant to the provisions of Section 177 of the Companies Act, 2013. The composition of the Audit Committee is in conformity with the provisions of the said section. The Audit Committee comprises of:

- Mr. Dhruvaprakash Shetty, Chairman & Independent Director
- 2. Mr. Pritesh Champalal Doshi, Member & Whole time Director
- Mr. Narpatraj Rajmal Bafna, Member & Independent Director

The scope and terms of reference of the Audit Committee have been amended in accordance with the Act and the Listing Agreement entered into with the Stock Exchanges.

During the year under review, the Board of Directors of the Company had accepted all the recommendations of the Committee.

# e. Stakeholders Relationship (Investor Grievance) Committee:

Committee Comprises of the following Directors -

Mr. Dhruvaprakash Shetty, Chairman & Independent Director

Mr. Pritesh Champalal Doshi Whole time Director

Mr. Narpatraj Rajmal Bafna, Independent Director

The Stakeholders Relationship (Investor Grievance) Committee attends to shareholders queries and solves them, ensures financial statements are provided and takes responsibility of shares transfer etc.