1POINT™ BUSINESS PROCESS PARTNERS

Date: November 16, 2026

To,

National Stock Exchange of India Ltd
Exchange Plaza, Plot No.C-1, G Block
Bandra Kurla Complex, Bandra (East),
Mumbai - 400 051
Security Code: ONEPOINT

BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001
Scrip Code: 544748

Sub: Intimation of Press Release regarding securing mandate from National Securities Depository Limited (NSDL)

Ref.: Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Dear Sir/Madam,

Pursuant to Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are pleased to inform you that One Point One Solutions Limited has secured a mandate from National Securities Depository Limited (NSDL) covering non-IT customer support, billing operations in Mumbai, alongside the implementation of an integrated digital contact centre and automation platform..

We are enclosing a copy of the Press Release detailing this achievement. The Press Release is also available on the Company's website at www.1point1.com.

We request you to kindly take the same on record.

Thanking you,
Yours faithfully,
For One Point One Solutions Limited

PRITESH SANJAY SONAWANE
Digitally signed by PRITESH SANJAY SONAWANE
Date: 2026.11.16 14:35:14 +05'30'



Pritesh Sonawane
Company Secretary & Compliance Officer
Place: Mumbai

Encl.: As above

ONE POINT ONE SOLUTIONS LIMITED SECURES NATIONAL SECURITIES DEPOSITORY LIMITED (NSDL) MANDATE, EXPANDING INTEGRATED ENTERPRISE OPERATIONS AND TECHNOLOGY FOOTPRINT:

Multi-year engagement brings together customer operations, digital contact centre infrastructure and automation, reinforcing One Point One Solutions Limited's integrated services proposition.

Mumbai, November 16th, 2026: One Point One Solutions Limited (**NSE**: ONEPOINT | **BSE**: 544748), has secured a mandate from National Securities Depository Limited (NSDL) covering non-IT customer support, billing operations in Mumbai, alongside the implementation of an integrated digital contact centre and automation platform. The mandate represents a significant addition to One Point One Solutions Ltd. enterprise engagement portfolio, bringing together business-critical operational services and technology implementation within a single engagement. The scope spans customer operations, Omnichannel Contact Centre as a Service (CCaaS) platform, Customer Relationship Management (CRM), ticketing and email automation for contact data cleaning and creation.

By combining ongoing service delivery with digital infrastructure and process automation, the engagement reflects the integrated operating model through which 1Point1 Solutions is expanding its value proposition beyond conventional business process management. The approach brings people, processes and technology together to support connected customer interactions, more efficient workflows and scalable service delivery.

For One Point One Solutions Limited, the mandate reinforces the strategic relevance of an integrated services model in which operational expertise and technology capabilities complement one another. Such engagements create opportunities to embed digital capabilities within day-to-day operations while supporting enterprise requirements for process efficiency, service consistency and technology-enabled transformation.

Akshay Chhabra, Chairman and Managing Director, One Point One Solutions Limited, said: "Enterprise customers are increasingly looking for partners who can go beyond managing individual processes and take a more integrated approach to operations and technology. Our mandate with NSDL reflects the strength of One Point One Solutions Limited's ability to bring these capabilities together, from customer support, billing to digital contact centre infrastructure and automation. We believe this integrated model is central to how the industry will evolve, enabling us to deepen enterprise relationships, expand our technology-led offerings and build a more scalable services business."

Jigar Shah, CFO, NSDL said: "The engagement supports our objective of driving greater operational efficiency through digitalization and automation while maintaining strong service standards across functions."

The mandate further underscores One Point One Solutions Limited's focus on building an integrated enterprise services portfolio that combines operational delivery with digital transformation. As businesses continue to modernise customer engagement and back-office processes, One Point One Solutions Limited aims to leverage its operational experience and technology capabilities to address increasingly complex enterprise requirements.

ABOUT ONE POINT ONE SOLUTIONS LIMITED:

Founded in 2008, One Point One Solutions Limited is a publicly listed, India-headquartered global AI-powered customer experience and enterprise operations company with over 17 years of delivery expertise. The company operates 10 global delivery centres and employs more than 8,000 professionals, serving clients across the US, Europe, LATAM and India.

One Point One Solutions Limited combines human expertise, agentic AI, domain depth and global delivery to transform customer and enterprise operations. Through ResolX, its agentic AI platform, the company moves enterprises from conversations and transactions to measurable resolutions and business outcomes.

One Point One Solutions Limited offers services across Customer Experience Management, Digital Transformation and Automation, Finance & Accounting Outsourcing, Trust & Safety, Supply Chain and Operations Management, Creator Economy Support and Medical Records and Litigation Support, working with enterprises across banking and financial services, fintech, e-commerce, healthcare, manufacturing, legal, construction and other industries.

Webiste: https://www.1point1.com/

ABOUT RESOLX:

ResolX is the agentic AI innovation brand of One Point One Technology Labs Pvt. Ltd., a subsidiary of One Point One Solutions Limited, built to move enterprises from conversations to resolutions. Designed around Resolution-as-a-Service (RaaS), ResolX combines agentic AI, intelligent orchestration, enterprise workflows, governed data and human expertise to enable AI that acts, orchestrates and resolves, not simply answers.

ResolX brings intelligence into real-world enterprise operations across voice, chat, email and digital channels, addressing complex, domain-intensive and regulated workflows where AI must work alongside domain depth, human judgement and enterprise accountability. Backed by 1Point1's global delivery footprint and operational expertise, ResolX bridges the gap between AI technology and execution, helping enterprises drive faster resolutions, greater productivity, improved efficiency and measurable outcomes at scale.

Website: https://www.resolx.ai/

***Disclaimer**: This press release contains "forward- looking statements" that is, statements related to future, not past, events. In this context, forward-looking statements often address our expected future business and financial performance, and often contain words such as "expects," "anticipates," "intends," "plans," "believes," "seeks," "should" or "will." Forward-looking statements by their nature address matters that are to different degrees, uncertain. For us, uncertainties arise from the behaviour of financial Industry, from future integration of businesses; and from numerous other matters of national, regional and global scale, including those of a political, economic, business, competitive or regulatory nature. These uncertainties may cause our actual future results to be materially different from those expressed in our forward-looking statements. We do not undertake to update our forward-looking statements.*

PRITESH SANJAY SONAWANE
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One Point One Solutions Ltd.