

NORMS FOR PROCESSING INVESTOR'S SERVICE REQUEST BY SECURITY HOLDERS

SEBI vide circular dated 03rd November, 2021 and 14th December, 2021 has issued simplified norms for processing investor service requests/queries/complaints etc. and majorly pertains to:

- Common and simplified norms for processing investor service requests pertaining to furnishing of PAN, KYC and nomination details by Registrar and Transfer Agents (RTAs)
- Electronic interface for processing investor's queries, complaints, and service requests
- Mandatory furnishing of PAN, KYC details and nomination by holders of physical securities
- Freezing of folios without valid PAN, KYC details and nomination
- Compulsory linking of PAN and Aadhaar by all holders of physical securities

In this regard, SEBI has prescribed various forms for accepting service requests from the investors, which are mentioned below:

1. **Form for registering PAN, KYC details or changes/updation thereof- FORM ISR-1**

Form ISR 1 is specifically framed for investors to request for registering details of PAN or KYC or for further changes or updations thereof for securities held in physical mode. The updation of folio shall be on the basis of information such as present address, bank details, email address and mobile number.

This form provides ease to the investors in registering or updating their details.

2. **Confirmation of signature of securities holder by the Banker - FORM ISR- 2**

Form ISR-2 is framed for providing a relief to the investors in case of mismatch of their signature with the signature available in the records of RTA by submitting the confirmation of signature by the Banker.

The investors shall furnish original cancelled cheque along with the attestation of banker for the signature verification as specified in form ISR-2.

3. **Mandatory furnishing of PAN, KYC details and Nomination**

It shall be mandatory for all the physical securities holders to furnish the details of their PAN or KYC along with the details of nomination. The details of nomination shall be furnished either in hard copy or through electronic mode with e-signature of the holder.

Following forms shall be required by the investors:

| Particulars | Form No. |
|--|----------|
| This form shall be required to nominate a person who shall vest rights in respect of the shares in case of death/incapacity of any shareholder. | SH-13 |
| Existing nomination can be cancelled by furnishing SH-14 to the RTA. | SH-14 |
| In case physical shareholders does not wish to nominate rights of their shares to any individual, he/she may file "Declaration to opt-out" from nomination procedures. | ISR-3 |

4. **Issue of Duplicate Certificate & other service requests – ISR- 4**

Investors shall request to the Company or RTA for the issuance of duplicate certificate or any other service by submitting the duly filled up form ISR-4 along with the documents or details specified therein.

5. **Mandatory linkage of PAN and Aadhar**

As per the CBDT guidelines, it is mandatory to link the PAN with the Aadhar number by 31st March, 2022. Hence, all the security holders who are yet to link their PAN with the Aadhar number are requested to kindly complete the same at the earliest. Please note that RTA shall accept requests from only those security holders who have linked their PAN and Aadhar.

[PLEASE NOTE: WHEREIN THE PAN, BANK DETAILS OR NOMINATION DETAILS OF THE SHAREHOLDER IS NOT UPDATED WITH THE RTA, THE ACCOUNTS SHALL BE FROZEN ON OR AFTER 1ST APRIL, 2023 IN ACCORDANCE WITH THE SEBI CIRCULAR]