

Annexure – D

Forms for availing various Investor services

Investors holding securities in physical mode interface with the RTAs, *inter-alia*, for registering/updating the KYC details and for the processing of various service requests. RTA shall process all investor service requests by accepting the duly filled up request form and the listed companies and RTAs shall make the soft copy of the forms available on their websites. The forms should be in downloadable and fillable format. The service requests alongwith requisite forms are tabulated below:

| Registering / Updating the KYC details: | | |
|---|--|---|
| S. No. | Particulars | Form |
| 1. | PAN | ISR – 1 |
| 2. | Nominee details | SH – 13, SH – 14, ISR – 3, (As applicable) |
| 3. | Contact details (postal address, Mobile number & E-mail) | ISR – 1 |
| 4. | Bank details | ISR – 1 |
| 5. | Signature | ISR – 1, ISR – 2 (As applicable) |
| Processing of various service requests | | |
| S. No. | Particulars | Form |
| 1. | Issue of Duplicate securities certificate | ISR – 4 |
| 2. | Replacement / Renewal / Exchange of securities certificate | ISR – 4 |
| 3. | Consolidation of securities certificate | ISR – 4 |
| 4. | Sub-division / Splitting of securities certificate | ISR – 4 |
| 5. | Consolidation of folios | ISR – 4 |

| S. No. | Particulars | Form |
|---------------|---|-------------|
| 6. | Endorsement | ISR – 4 |
| 7. | Change in the name of the holder | ISR – 4 |
| 8. | Change in status from Minor to Major and Resident to NRI and vice versa | NA |
| 9. | Claim from Unclaimed Suspense Account & Suspense Escrow Demat Account | ISR – 4 |
| 10. | Transposition | ISR – 4 |
| 11. | Transmission | ISR – 5 |

Form ISR – 1

(see SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 on Common and Simplified Norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination)

REQUEST FOR REGISTERING PAN, KYC DETAILS OR CHANGES / UPDATION THEREOF

[For Securities (Shares / Debentures / Bonds, etc.) of listed companies held in physical form]

Date: __ / __ / ____

A. I / We request you to Register / Change / Update the following (Tick ✓ relevant box)

| | | |
|--|---------------------------------------|------------------------------------|
| <input type="checkbox"/> PAN | <input type="checkbox"/> Bank details | <input type="checkbox"/> Signature |
| <input type="checkbox"/> Mobile number | <input type="checkbox"/> E-mail ID | <input type="checkbox"/> Address |

B. Security Details:

| | |
|---|----------------|
| Name of the Issuer Company | Folio No.: |
| Name(s) of the Security holder(s) as per the Certificate(s) | 1. 2. 3. |
| Number & Face value of securities | |
| Distinctive number of securities (Optional) | From To |

C. I / We are submitting documents as per Table below (tick ✓ as relevant, refer to the instructions):

| | ✓ | Document / Information / Details | Instruction / Remark |
|---|---|---|---|
| 1 | | PAN of (all) the (joint) holder(s) | |
| | | PAN Whether it is Valid (linked to Aadhaar): <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> PAN shall be valid only if it is linked to Aadhaar by March 31, 2023* For Exemptions / Clarifications on PAN, please refer to Objection Memo in Page 6 & 7 |
| 2 | | Demat Account Number | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Also provide Client Master List (CML) of your Demat Account, provided by the |

| | | | |
|---|--|--|--|
| | | (Optional) | Depository Participant. |
| 3 | | Proof of Address of the first holder | <p>Any one of the documents, only if there is change in the address;</p> <p><input type="checkbox"/> Unique Identification Number (UID) (Aadhaar)</p> <p><input type="checkbox"/> Valid Passport/ Registered Lease or Sale Agreement of Residence / Driving License</p> <p><input type="checkbox"/> Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant.</p> <p><input type="checkbox"/> Utility bills like Telephone Bill (only land line)/ Electricity bill / Gas bill - Not more than 3 months old.</p> <p><input type="checkbox"/> Identity card / document with address, issued by any of the following: Central/State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by the employer with date and organisation stamp</p> <p><input type="checkbox"/> For FII / sub account, Power of Attorney given by FII / sub-account to the Custodians (which are duly notarized and / or apostilled or consularised) that gives the registered address should be taken.</p> <p><input type="checkbox"/> Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.</p> <p><input type="checkbox"/> Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.</p> |
| 4 | | Bank details (to be updated for first holder in case of joint holding) | <p>Account Number: _____ #</p> <p>Bank Name: _____</p> <p>Branch Name: _____</p> <p>IFS Code: _____</p> <p style="text-align: center;">Provide the following:</p> <p><input type="checkbox"/> Original cancelled cheque bearing the name of the security holder; OR</p> |

| | | | |
|---|--|----------------|--|
| | | | <input type="checkbox"/> Bank passbook/statement attested by the Bank; |
| 5 | | E-mail address | _____# |
| 6 | | Mobile | _____# |

* or any date as may be specified by the CBDT

(DP: Depository Participant)

In case it is not provided, the details available in the CML will be updated in the folio

Authorization: I/ We authorise you (RTA) to update the above PAN and KYC details in following additional folio(s) held in my / our name (use *Separate Annexure* if extra space is required):

| S. No. | Name of the Issuer Company | Folio No. | Quantity of securities | Face value of securities | Distinctive number of securities (Optional) |
|--------|----------------------------|-----------|------------------------|--------------------------|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

in which I / We are the holder(s) (strike off what is not applicable).

Declaration: All the above facts stated are true and correct.

| | Holder 1 | Holder 2 | Holder 3 |
|--------------|-------------|-------------|-------------|
| Signature | ✓ | | |
| Name | ✓ | | |
| Full address | ✓ | | |
| PIN | □ □ □ □ □ □ | □ □ □ □ □ □ | □ □ □ □ □ □ |

Mode of submission of documents to the RTA

Please use any one of the following mode:

- 1. Through 'In Person Verification' (IPV):** The authorized person of the RTA shall verify the original documents furnished by the investor and retain copy (ies) with IPV stamping with date and initials.
- 2. Through Post:** Hard copies of the documents which are self-attested.

3. Through electronic mode with e-sign: The holder(s)/ claimant(s) may furnish the documents to RTAs electronically including by way of email or through service portal of the RTA provided the documents furnished shall have e-sign* of the holder(s)/ claimant(s).

*E-Sign is an integrated service which facilitates issuing a Digital Signature Certificate and performing signing of requested data by e-Sign user. The holder/claimant may approach any of the empanelled e-Sign Service Providers, details of which are available on the website of [Controller of Certifying Authorities \(CCA\), Ministry of Communications and Information Technology \(https://cca.gov.in/\)](https://cca.gov.in/) for the purpose of obtaining an e-sign.

Note

| | |
|---|--|
| <ul style="list-style-type: none"> Holders of physical securities in listed company are mandatorily required to furnish PAN, KYC details (Contact details, Bank Account Details, Signature) and Nomination (for all the eligible folios) to enable RTA to process any service request or complaints received from the security holder(s)/ Claimants. | |
| <ul style="list-style-type: none"> Upon receipt or up-dation of bank details, the RTA shall, <i>suo-moto</i>, generate request to the company's bankers to pay electronically all the moneys of / payments to the holder that were previous unclaimed / unsuccessful. | |
| <ul style="list-style-type: none"> RTA shall update the folio with PAN, KYC details and Nominee, within timelines as mentioned in the circular no. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/670 dated November 26, 2021. However, cancellation of nomination, shall take effect from the date on which this intimation is received by the company / RTA. | |
| <ul style="list-style-type: none"> RTA shall not insist on Affidavits or Attestation / Notarization or indemnity for registering / up-dating / changing PAN, KYC details and Nomination. | |
| <ul style="list-style-type: none"> Specimen Signature | <p>Option A</p> <ul style="list-style-type: none"> i. Security holder shall provide the following documents: <ul style="list-style-type: none"> (a) Original cancelled cheque with name of the security holder printed on it; or (b) Self-attested copy of Bank Passbook/ Bank Statement; and ii. Banker's attestation of the signature of the same bank account as mentioned in (i) above as per Form ISR - 2. <p style="text-align: center;">OR</p> <p>Option B</p> <ul style="list-style-type: none"> The investor may get his or her signature changed or updated by visiting the Office of the RTA in person. In such a case, the investor shall sign before the authorized personnel of the RTA, along with PAN card and any one additional document mentioned at Serial Nos. 1-4 of Annexure – E of SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, in original for verification by the RTA, and submit self-attested copies of the same. |

| | |
|--|---|
| <ul style="list-style-type: none"> Nomination** | <ul style="list-style-type: none"> Providing Nomination: Please submit the duly filled up Nomination Form (SH-13) or 'Declaration to Opt out of Nomination' as per Form ISR-3, in SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 Variation in Existing Nomination: Please use Form SH-14 Cancellation of Existing Nomination and opting out: use Form SH-14 & Form ISR – 3 |
|--|---|

** Nomination (**Form SH-13 or SH-14**) / 'Declaration to Opt-Out of nomination' (**Form ISR – 3**), has to be furnished by the holder(s) separately for each listed company.

(Page 6 & 7 is for information to investors; print out of the same is not required)

Objection Memo that can be raised by the RTA

(only if the relevant document / details is / are not available in the folio or if there is a mismatch / discrepancy in the same or change thereof)

Note

RTAs shall raise all objections, if any / at all, in one instance only; the RTA shall not raise further objections on the same issue again and again, after the holder / claimant furnishes all the prescribed documents and details, unless there is any deficiency / discrepancy in the same.

| No. | Item | Documents / Details to be provided to the RTA by the holder(s) / claimant(s) |
|-----|--|--|
| 1 | PAN – Exceptions and Clarification | 'Exemptions/clarifications to PAN', as provided in clause D to 'Instructions/Check List for Filing KYC Forms' in Annexure – 1 to SEBI circular No. MIRSD/SE/Cir-21/2011 dated October 05, 2011 on Uniform Know Your Client (KYC) Requirements for the Securities Market, shall also applicable for holder(s) / claimant(s) of securities held in physical mode. |
| 2 | Minor mismatch in Signature - minor | The RTA shall intimate the holder at the existing address, seeking objection, if any, within 15 days |
| 3 | Major mismatch in Signature or its non-availability with the RTA | <p>Option A</p> <p>i. Security holder shall provide the following documents:</p> <p>(a) Original cancelled cheque with name of the security holder printed on it; or</p> <p>(b) Self-attested copy of Bank Passbook/Bank Statement;</p> <p style="text-align: center;">and</p> <p>ii. Banker's attestation of the signature of the same bank account as mentioned in (i) above as per Form ISR - 2</p> <p style="text-align: center;">OR</p> <p>Option B</p> <p>The investor may get his or her signature changed or updated by visiting the Office of the RTA in person. In such a case, the investor shall sign before the authorized personnel of the RTA, along with PAN card and any one additional document mentioned at Serial Nos.1-4 of Annexure – E of SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, in original for verification by the RTA, and submit self-attested copies of the same.</p> |
| 4 | Mismatch in Name | Furnish any one of the following documents, explaining the difference in names; |

| | | |
|---|---|--|
| | | <ul style="list-style-type: none"> • Unique Identification Number (UID) (Aadhaar) • Valid Passport • Driving license in Smart Card form, Book form or copy of digital form • Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions. • PAN card with photograph • Marriage certificate • Divorce decree |
| 5 | Present address of the holder is not matching with the address available in the folio | <p>In case the signature of the holder matches with the record available with the RTA, the request for change in address may be processed within the prescribed timelines.</p> <p>In case there is a difference in signature, the RTA shall follow the procedure as prescribed for mismatch in signature as laid down at Para – 1 of Annexure C of SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023</p> |

(Page 6 & 7 is for information to investors; print out of the same is not required)

Form ISR – 2

(see SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 on Common and Simplified Norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination)

Confirmation of Signature of securities holder by the Banker

| | |
|--|-------------------------------|
| 1. Bank Name and Branch | |
| 2. Bank contact details Postal Address Phone number E-mail address | |
| 3. Bank Account number | |
| 4. Account opening date | |
| 5. Account holder(s) name(s) | 1) 2) 3) |
| 6. Latest photograph of the account holder(s) | |
| <div>1st Holder</div> <div>2nd Holder</div> <div>3rd Holder</div> | |
| 7. Account holder(s) details as per Bank Records | |
| a) Address | |
| b) Phone number | |
| c) Email address | |
| d) Signature(s) | |
| 1) <div></div> | 2) <div></div> 3) <div></div> |
| Signature verified as recorded with the Bank | |
| Seal of the Bank | |
| | (Signature) |
| Place: | Name of the Bank Manager |
| | Employee Code |
| Date: | E-mail address |

Form ISR - 3

Declaration Form for Opting-out of Nomination by holders of physical securities in Listed Companies

(see SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023 on Common and Simplified Norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination)

[Under Section 72 r/w Section 24 (1) (a) of Companies Act, 2013 r/w Section 11(1) and 11B of SEBI Act, 1992 and Clause C in Schedule VII and Regulation 101 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]]

Name of the Company :

Registered Address of the Company:

I / we the holder(s) of the securities particulars of which are given hereunder, **do not wish to nominate** any person(s) in whom shall vest, all the rights in respect of such securities in the event of my /our death.

PARTICULARS OF THE SECURITIES (in respect of which nomination is being opted out)

| Nature of Securities | Folio No. | No. of Securities | Certificate No. | Distinctive No. |
|----------------------|-----------|-------------------|-----------------|-----------------|
| | | | | |
| | | | | |
| | | | | |

I/ we understand the issues involved in non-appointment of nominee(s) and further are aware that in case of my / our death, my / our legal heir(s) / representative(s) are required to furnish the requisite documents / details, including, Will or documents issued by the Court like Decree or Succession Certificate or Letter of Administration / Probate of Will or any other document as may be prescribed by the competent authority, for claiming my / our aforesaid securities.

Name(s) and Address of Security holders(s) *

Signature(s)

Sole / First Holder Name

Second Holder Name

Third Holder Name

* Signature of witness, along with name and address are required, if the account holder affixes thumb impression, instead of signature

Form ISR-4

(see circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/8 dated January 25, 2022 on Issuance of Securities in dematerialized form in case of Investor Service Requests)

Request for issue of Duplicate Certificate and other Service Requests

(for Securities - Shares / Debentures / Bonds, etc., held in physical form)

Date: / /

A. Mandatory Documents / details required for processing all service request:

I / We are submitting the following documents / details and undertake to request the Depository Participant to dematerialize my / our securities within 120 days from the date of issuance of Letter of Confirmation, received from the RTA/Issuer Company (tick ✓ as relevant, refer to the instructions):

- Demat Account No. (If available):

Provide Client Master List (**CML**) of your Demat Account from the Depository Participant*

- Provide the following details, if they are not already available with the RTA (see [SEBI circular dated November 03, 2021](#) in this regard)

| | |
|-------------------------------------|--------------------|
| PAN | Specimen Signature |
| Nomination / Declaration to Opt-out | |

* (Your address, e-mail address, mobile number and bank details shall be updated in your folio from the information available in your **CML**). You can authorize the RTA to update the above details for all your folios. In this regard, please refer to and use [Form ISR-1](#) in [SEBI circular dated November 03, 2021](#).

B. I / We request you for the following (tick ✓ relevant box)

| | |
|---|--|
| <input type="checkbox"/> Issue of Duplicate certificate | <input type="checkbox"/> Claim from Unclaimed Suspense Account |
| <input type="checkbox"/> Replacement / Renewal / Exchange of securities certificate | <input type="checkbox"/> Endorsement |
| <input type="checkbox"/> Sub-division / Splitting of securities certificate | <input type="checkbox"/> Consolidation of Folios |
| <input type="checkbox"/> Consolidation of Securities certificate | <input type="checkbox"/> Transmission |
| <input type="checkbox"/> Transposition <i>(Mention the new order of holders here)</i> | |
| <input type="checkbox"/> Claim from Suspense Escrow Demat Account | |

C. I / We are enclosing certificate(s) as detailed below:**

| | |
|----------------------------|--|
| Name of the Issuer Company | |
| Folio Number | |

| | |
|---|----------------|
| Name(s) of the security holder(s) as per the certificate(s) | 1. 2. 3. |
| Certificate numbers | |
| Distinctive numbers | |
| Number & Face value of securities | |

** Wherever applicable / whichever details are available

D. Document / details required for specific service request:

I. ☐ Duplicate securities certificate

II. ☐ Claim from Unclaimed Suspense Account

| | |
|--------------------|----------------------------|
| Securities claimed | (in numbers) (in words) |
|--------------------|----------------------------|

III. ☐ Replacement / Renewal / Exchange of securities certificate
(that is defaced, mutilated, torn, decrepit, worn out or where the page on the reverse is fully utilized)

IV. ☐ Endorsement

V. ☐ Sub-division / Splitting of securities certificate

VI. ☐ Consolidation of securities certificate/Folios

VII. ☐ Transmission

VIII. ☐ Transposition

IX. ☐ Claim from Suspense Escrow Demat Account

| | |
|--------------------|----------------------------|
| Securities claimed | (in numbers) (in words) |
|--------------------|----------------------------|

Provide / attach original securities certificate(s) for request for item numbers III to VIII above.

Declaration: All the above facts stated are true and correct to best of my / our knowledge and belief.

| | Security Holder 1 / Claimant | Security Holder 2 | Security Holder 3 |
|--------------|---|---|---|
| Signature | ✓ | ✓ | ✓ |
| Name | ✓ | ✓ | ✓ |
| Full address | ✓ | | |
| PIN | ✓ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

After processing the service request, the RTA shall issue a 'Letter of Confirmation' to the securities holder/claimant, which is valid only for 120 days. Using this 'Letter of Confirmation', the securities holder/claimant shall request the DP to dematerialize the securities, failing which the securities shall be credited to the Suspense Escrow Demat Account of the Company.

Form No. SH-13

Nomination Form

[Pursuant to section 72 of the Companies Act, 2013 and rule 19(1) of the Companies (Share Capital and Debentures) Rules 2014]

To

Name of the company:

Address of the company:

I/We the holder(s) of the securities particulars of which are given hereunder wish to make nomination and do hereby nominate the following persons in whom shall vest, all the rights in respect of such securities in the event of my/our death.

(1) PARTICULARS OF THE SECURITIES (in respect of which nomination is being made)

| Nature of securities | Folio No. | No. of securities | Certificate No. | Distinctive No. |
|----------------------|-----------|-------------------|-----------------|-----------------|
| | | | | |

(2) PARTICULARS OF NOMINEE/S —

(a) Name:

(b) Date of Birth:

(c) Father's/Mother's/Spouse's name:

(d) Occupation:

(e) Nationality:

(f) Address:

(g) E-mail id:

(h) Relationship with the security holder:

(3) IN CASE NOMINEE IS A MINOR--

(a) Date of birth:

(b) Date of attaining majority

(c) Name of guardian:

(d) Address of guardian:

Name:

Address:

Name of the Security

Holder (s)

Signature

Witness with
name and address

Form No. SH-14

Cancellation or Variation of Nomination

[Pursuant to sub-section (3) of section 72 of the Companies Act, 2013 and rule 19(9) of the Companies (Share Capital and Debentures) Rules 2014]

Name of the company:

I/We hereby cancel the nomination(s) made by me/us in favor of.....(name and address of the nominee) in respect of the below mentioned securities.

or

I/We hereby nominate the following person in place of as nominee in respect of the below mentioned securities in whom shall vest all rights in respect of such securities in the event of my/our death.

(1) PARTICULARS OF THE SECURITIES (in respect of which nomination is being cancelled / varied)

| Nature of securities | Folio No. | No. of securities | Certificate No. | Distinctive No. |
|----------------------|-----------|-------------------|-----------------|-----------------|
| | | | | |

(2) (a) PARTICULARS OF THE NEW NOMINEE:

- i. Name:
- ii. Date of Birth:
- iii. Father's/Mother's/Spouse's name:
- iv. Nationality:
- v. Address:
- vi. E-mail id:

vii. Relationship with the Security holder:

(b) IN CASE NEW NOMINEE IS A MINOR--

i. Date of Birth:

ii. Date of attaining majority

iii. Name of guardian:

iv. Address of guardian:

Signature

Name of the Security

Holder (s)

Witness with name and address