

Common and simplified norms for processing Investor's service request by RTAs and norms for furnishing PAN, KYC details, and Nomination

Dear Shareholder(s),

We wish to bring to your notice that Securities and Exchange Board of India (SEBI) vide its circular [SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/655](#) dated November 03, 2021 ("SEBI Circular") has notified **simplified norms for processing investors service request by Registrar & Share Transfer Agents ("RTA") and mandatory furnishing of PAN, KYC details and Nomination by holders of securities in physical form.**

The SEBI Circular has prescribed the following norms in regard to the shares held by Shareholders in physical form:

1. Common and simplified norms for processing any service request from the holder pertaining to the captioned items by the RTAs
2. Electronic interface for processing investor's queries, complaints and service request
3. Mandatory furnishing of PAN, KYC details and Nomination by holders of physical securities
4. Freezing of folios without valid PAN, KYC details and Nomination
5. Compulsory linking of PAN and Aadhaar by all holders of physical securities.

We therefore, request the Shareholders holding shares in physical form to update their PAN/KYC/Nomination details, if not provided earlier by submitting the following forms listed below to the RTA (details are mentioned below to the mail):

SI. NO.	Particulars	Form
1.	Form ISR-1: Request for registering PAN, KYC details or changes/updation thereof	Click here
2.	Form ISR-2: Confirmation of signature of securities holder by the Banker	Click here
3.	Form ISR-3: Declaration Form for Opting-out of Nomination by holders of physical securities in Listed Companies	Click here
4.	Form SH-13: Nomination form	Click here
5.	Form SH-14: Cancellation of nomination by the holder(s)/ Change in nomination	Click here

In view of the above, all Shareholders holding shares in physical form are requested to furnish/update their KYC details, Nomination details, Bank account particulars (Bank name and Branch, Account number, IFSC code), specimen signature and contact details (Postal address with

pin code, mobile number and e-mail address) with the Company's RTA in case the same is not yet done.

In case a shareholder fails to update the aforementioned details on or before **April 01, 2023**, his folio number shall be frozen by RTA.

The securities in the frozen folios shall be:

- restored to normal status by RTA upon receipt by RTA all the completed documents/details as stated above or on dematerialisation of all the securities in such folios.
- eligible to lodge grievance or avail service request from the RTA only after furnishing the complete documents / details as aforesaid.
- eligible for any payment including dividend, interest or redemption payment only through electronic mode and an intimation from the RTA to the holder that the aforesaid such payment is due and shall be made electronically upon complying with the requirements stated in the foregoing paragraphs.
- After December 31, 2025, shall be referred by RTA/Company to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002.

WE URGE ALL THE SHAREHOLDERS OF PHYSICAL SHARES WHO HAVE NOT YET DEMATERIALIZED THEIR SHARES, TO GET THEIR SHARES DEMATERIALIZED AT THE EARLIEST.

Contact details of the RTA

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