

## **Policy for claiming unclaimed amount on Non-Convertible Securities**

### **Preamble**

Regulation 61A of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“**SEBI Listing Regulations**”) provides for dealing with unclaimed Non-Convertible Securities (“**NCS**”) and benefits accrued thereon.

Where the interest/dividend/redemption amount for Non-Convertible Securities has not been claimed within thirty days from the due date of interest / redemption payment, the Bank shall within seven days from the date of expiry of the said period of thirty days, transfer the amount to an escrow account to be opened in any scheduled bank.

This Policy has been formulated as per Circular No. SEBI/HO/DDHS/DDHS-RAC1/P/CIR/2023/176 dated November 8, 2023, issued by SEBI (“**SEBI Circular**”) on Procedural framework for dealing with unclaimed amounts lying with entities having listed Non-Convertible Securities and manner of claiming such amounts by investors.

This policy applies to all existing and past holders of Non-Convertible Securities issued by the Bank.

### **Procedure for claiming unclaimed amount on NCS**

In terms of the regulation 61A of SEBI Listing Regulations and SEBI Circular, the Bank having listed NCD with interest/dividend/redemption amount which has not been claimed within thirty days from the due date of interest/dividend/redemption payment shall transfer such unclaimed amount within seven days from the date of expiry of said period of thirty days to an escrow account (*Unclaimed amount hereby refers to unpaid interest/dividend/redemption amount*).

Any investor or his/her legal heir/ successor/ nominee claiming to be entitled to any unclaimed amount lying with the Bank in escrow account may apply to the Bank or to the Bank's Registrar and Transfer Agent i.e., KFin Technologies Limited (“**KFIN**”) for Long term Infrastructure Bonds and NSDL Database Management Limited (“**NDML**”) for Privately Placed Non-Convertible Securities (collectively known as “**Bank's RTA**” or “**RTA**”) for payment of such amount, in the format and manner as prescribed below:

Investors should claim the unclaimed amount, within seven (7) years from the date of maturity of NCS to which it relates. Post completion of seven (7) years, the unclaimed amount shall be transferred to IEPF.

In case claim is made by investor himself/ herself:

Investors may send a request letter (by e-mail or hardcopy) to the Bank or to the Bank's RTA, on the contact details mentioned under [Annexure A](#), requesting them to release the unclaimed amount by mentioning the Folio number/ Client ID & DP-ID and the period for which the same has not been received/ claimed by attaching the following documents to enable Bank / RTA to verify and thereafter release the entitled amount, as applicable:

- a) Self-attested copy of PAN;
- b) Self-attested copy of Address Proof;

- c) Certified copy of the updated Client Master List (CML) with revised/correct bank details
- d) Cancelled Cheque from the same bank account which is getting reflected in the revised CML
- e) Self-attested copy of Passport/OCI card/ PIO card (for Foreigners/NRI)\*
- f) ISR-1 & 2 along with the supporting documents (*the copy of forms is available on the website of the Bank at <https://www.idfcfirstbank.com/investors>*)

*\*In case of institution/Body Corporates provide copy of Board Resolution and list of authorised signatories.*

In case claim is made by the legal heir(s), where the securities are held in single name without nomination:

- a) A notarized affidavit from all legal heir(s) made on non-judicial stamp paper of appropriate value.

However, in case the legal heir(s)/claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letter of Administration as may be applicable in terms of Indian Succession Act, 1925 or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority ("Succession Document"), an affidavit from such legal heir(s)/claimant(s) alone shall be sufficient.

- b) Duly signed transmission request form by the legal heir(s)/claimant(s).
- c) Original death certificate or copy of death certificate attested by the legal heir(s)/claimant(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a Gazetted Officer.
- d) Self-attested copy of PAN of the legal heir(s)/claimant(s).
- e) The Succession Document should be self-attested by legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer.

In case where Will or a Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall be accompanied with a notarized indemnity bond from the legal heir(s)/claimant(s) to whom the securities are transmitted, in format as specified by SEBI, from time to time.

In case where a copy of Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall also be accompanied by No Objection from all non-claimants, stating that they have relinquished their rights to such claim.

- f) For cases where value of securities is up to Rs. 5 lakhs (in case of securities held in physical mode), and up to Rs. 15 lakhs per beneficial owner in case of securities held in dematerialized mode, as on the date of application, and where the documents mentioned in para (e) are not available, the legal heir(s)/claimant(s) may submit the following documents:
  - i. no objection certificate from all the legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all legal heirs duly attested by a notary public or by a Gazetted Officer; and
  - ii. notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent / listed entity, in the format as specified by SEBI, from time to time.

In addition, Form ISR-1 & Form ISR-2 along with the supporting documents are required of claimant.

### **Processing of Claim**

Upon receipt of a claim application, if the RTA upon examination finds it necessary to call for further information or finds such application/document(s) to be defective or incomplete in any respect, it shall intimate the investor about such findings by e-mail or other written communication.

The RTA shall direct the investors to furnish such information or rectify such defects or incompleteness or to re-submit such application or document(s) within 30 (thirty) days from the date of receipt of such communication, failing which the claim may be rejected. However, rejection of claim does not debar an investor from filing a fresh claim.

The RTA shall within 30 (thirty) days of receipt of a claim application from an investor or complete information as called upon, remit the payment to the investor through electronic transfer.

Request for release of such unpaid amount will be entertained only if all the details of the investor(s) i.e. signature, address and Bank details are matching with the details registered with the RTA.

### **Process of claiming unclaimed amount in case where such amount is transferred to IEPF**

In case where an investor has not claimed interest/redemption amount and which has been transferred to the IEPF, the same can be claimed by the investors following the below indicative procedure:

- a) Any investor claiming unpaid/unclaimed amount for NCS, shall raise a request with the Bank or its RTA on the contact details mentioned under [Annexure A](#), mentioning the Folio number/ Client ID & DP-ID and the period for which the same has not been received/ claimed by attaching the following documents to enable RTA/Bank to verify the claim:
  - a) Self-attested copy of PAN;
  - b) Self-attested copy of Address Proof;
  - c) Certified copy of the updated Client Master List (CML) with revised/correct bank details
  - d) Cancelled Cheque from the same bank account which is getting reflected in the revised CML
  - e) Self-attested copy of Passport/OCI card/ PIO card (for Foreigners/NRI)\*
  - f) ISR-1 & 2 along with the supporting documents (*the copy of forms is available on the website of the Bank at <https://www.idfcfirstbank.com/investors>*)

*\*In case of institution/Body Corporates provide copy of Board Resolution and list of authorised signatories.*

In case of any discrepancy/incompleteness of application, the RTA shall re-direct the claimant to provide such information.

- b) Basis the request and verification of supporting documents, the Bank shall issue entitlement letter to the claimant within 30 Days of receipt of claim/ satisfactory additional information as called upon.

- c) Subsequent to receipt of entitlement letter, the investor may apply for refund to the IEPF Authority by submitting an online application in form IEPF-5 available on the website [www.iepf.gov.in](http://www.iepf.gov.in) along with such attachments and fees as may be prescribed, from time to time.
- d) Upon submission, Form IEPF-5 shall be transmitted online to the Nodal Officer of the Bank/ Bank's RTA for verification of claim.

The claimant after making an application in IEPF-5 shall send updated CML along with Indemnity Bond, Advance Receipts and such other documents as prescribed in Form IEPF-5 duly signed by them, to the RTA / Nodal Officer at the correspondence address of the Bank for verification of the claim.

In case of any discrepancy/incompleteness of application, the RTA shall re-direct the claimant to provide such information.

- e) The Nodal Officer shall, within 30 (thirty) days from the date of receipt of claim/ satisfactory additional information as called upon, send an online verification report to the IEPF Authority after due verification of details in Form IEPF-5.
- f) The IEPF Authority shall verify the claim, and then may request additional documents or information if necessary.
- g) The IEPF Authority will initiate the refund process if the claim is verified and approved, and the amount will be credited to the claimant(s) bank account through electronic transfer.

**Contact Details**
**Submission of claim and Investor Grievance/Queries**

<b>IDFC FIRST Bank Limited</b>
<p><b>IDFC FIRST Bank Tower, (The Square), C-61, G Block, Bandra Kurla Complex, Mumbai 400 051</b></p> <p>Email ID: <a href="mailto:TBO@IDFCBANK.COM">TBO@IDFCBANK.COM</a> Phone No. 022 7132 5500</p>

<b>Registrar and Share Transfer Agent (RTA)</b>	
<b>Long term Infrastructure Bonds</b>	<b>Privately Placed Bonds</b>
<p>Mr. Gopala Krishna K V S Asst Vice President - Corporate Registry</p> <p><b>KFIN Technologies Limited, Unit: IDFC FIRST Bank Limited Selenium, Tower B, Plot No. 31 &amp; 32, Financial District, Gachibowli, Hyderabad – 500 032</b></p> <p>Email ID: <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a> Phone No. 1800 309 4001</p>	<p>Mr. Santosh Jaiswal Manager – Corporate Registry</p> <p><b>NSDL Database Management Limited One International Centre, Tower 3, 4th Floor, Senapati Bapat Marg, Prabhadevi, Mumbai, Maharashtra 400013</b></p> <p>Email ID: <a href="mailto:investor.ndmlrta@nsdl.com">investor.ndmlrta@nsdl.com</a> Phone: 022 4914 2589 / 2635</p>