

## Dear Shareholders,

Kindly note that The Securities and Exchange Board of India ('SEBI') vide its Master circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2023/70 dated 17<sup>th</sup> May 2023 (Amended on 7<sup>th</sup> May 2024) has issued Common and simplified norms for processing investor's service requests by Registrar and Share Transfer Agent (RTA). SEBI has also prescribed norms for furnishing PAN, KYC and Nomination details by the shareholders.

- As per the above-mentioned SEBI Circular, physical securities holders of listed entities are required to furnish the following documents in respect of their corresponding folio numbers:
  - (a) PAN (**should be Aadhaar Linked**)
  - (b) Nomination Details
  - (c) Contact Details
  - (d) Bank Account Details
  - (e) Specimen Signature
- The physical shareholders can submit the self-attested copies of the above-mentioned documents to the Company's RTA (i.e. **KFin Technologies Limited**) for processing of their service requests through either of the prescribed modes as per details below:

S. No.	Mode	Acknowledgement
1.	<b>Mode I: Through 'In Person Verification (IPV)'</b> The Shareholder may visit any of the office of the RTA along with the self-attested copy of the above-mentioned documents and requisite forms for In-Person Verification.	RTA shall provide the shareholder an acknowledgement with IPV stamping with date and initials.
2.	<b>Mode II: Through Post</b> Mr. Rajkumar Kale Associate Vice-President Corporate Registry Unit: DLF Limited Selenium Tower B Plot 31-32, Gachibowli, Financial District Nanakramguda, Hyderabad – 500 032	The acknowledgement will be provided by the RTA through return post and also through e-mail on the registered e-mail ID of the shareholder.
3.	<b>Mode III: Through electronic mode with e-sign*</b> The shareholders may submit the requisite details through e-sign from their registered e-mail ID to the RTA.  <i>*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 empaneled e-Sign Service Providers, details of which are available on the website of Controller of Certifying Authorities (CCA), Ministry of Communications and Information Technology (<a href="https://cca.gov.in/">https://cca.gov.in/</a>) for the purpose of obtaining an e-sign.</i>	Intimating the security holder through revert e-mail on the registered e-mail ID by the RTA.

- RTA shall process all investor service requests by accepting the self-attested duly filled up request in the required forms, unless otherwise required under the Companies Act, 2013 or the Rules made thereunder or in SEBI Regulations or Circulars issued thereunder.
- The Shareholders are requested to refer the list of following reference forms for processing of their requests:

Registering/ Updating the KYC details:		
S. No.	Particulars	Form#

1	PAN	ISR –1
2	Nominee details (including option to submit nomination opt-out)	SH-13, SH-14, ISR-3 (as applicable)
3	Contact details (Postal address, Mobile number & E-mail)	ISR –1
4	Bank Account Details	ISR –1
5	Signature	ISR –1, ISR –2 (as applicable)
<b>Processing of various service requests</b>		
<b>S. No.</b>	<b>Particulars</b>	<b>Form#</b>
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
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 or NRI to Resident	NA
9	Claim from Unclaimed Suspense Account & Suspense Escrow Demat Account	ISR –4
10	Transposition	ISR –4
11	Transmission	ISR –5

#The above-mentioned Forms are available on the website of the Company under 'Shareholder Information' Tab ('Shareholder Notice)' at <https://www.dlf.in/investor>

#### **Submission of Nomination in eligible Demat Accounts:**

All existing investors are encouraged, in their own interest, to provide 'choice of nomination' for ensuring smooth transmission of securities held by them as well as to prevent accumulation of unclaimed assets in securities market. The formats for providing Nomination and Opting-out of Nomination are provided at Annexure-A and Annexure-B respectively.

#### **Standardized, simplified and common norms along with operating guidelines for processing investor service requests**

S. No.	Nature of Request	Documents Required
1.	Updation of Bank details	Form ISR-1 along with supporting documents viz. original cancelled bank cheque bearing the name of the security holder or Bank Passbook/ Bank Statement attested by the Bank.
2.	Proof of Identity	a) Unique Identification Number (Aadhaar). b) Valid Passport c) Driving License in Smart Card Form/ Book Form/ Digital Copy d) Identity card / document with address, issued by Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. e) PAN Card with Photograph f) Marriage Certificate

S. No.	Nature of Request	Documents Required
3.	Documents for proof of Address	<p>g) Divorce Decree</p> <p>a) Unique Identification Number (Aadhaar).  b) Valid Passport/ Registered Lease or sale Agreement of Residence/ Driving License.  c) Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant.  d) Utility bills like Telephone Bill (only land line) / Electricity bill / Gas bill - Not more than 3 months old.  e) Identity card / document with address, issued by Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.  f) <b>For FII/ sub account:</b> 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.  g) Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.  h) Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.</p>
4.	<b>Mismatch in Signature</b>	
4A.	Minor mismatch	<p>Letter shall be sent by the RTA at the registered address of the Shareholder:</p> <p>a) In case the letter is delivered and in the absence of any objection, the service request shall be processed by RTA after giving 15 days of Notice period to the Security holder;  b) If the letter sent through speed post is returned undelivered, but there is confirmation by the security holder for no-objection by a return a e-mail registered by the RTA, the service request would be processed from the day of receipt of no-objection; and  c) In case letter is not delivered to the Security holder or there is no confirmation by the security holder for no-objection, then RTA shall follow the procedure as prescribed for major mismatch.</p>
4B.	Major mismatch	<p>Security holder can register/ update the specimen signature through form ISR-1 and shall complete <b>either of the following two processes:</b></p> <p><b>Process I:</b>  a) Original Cancelled cheque;  b) Self-attested copy of Bank Passbook/ Bank Statement;</p>

S. No.	Nature of Request	Documents Required
		<p>c) Banker's attestation of the signature of the same bank account as per Form ISR-2.</p> <p><b>Process II:</b> The investor may get his or her signature changed or updated by visiting RTA office in person.</p>
5.	Mismatch/ Change of Name	
5A.	Minor Mismatch	<p>If there is any mismatch in name between any two set of documents presented by the Security Holder, the RTA shall additionally obtain self-attested copy of one of the documents:</p> <ul style="list-style-type: none"> <li>(a) Aadhaar</li> <li>(b) Valid Passport</li> <li>(c) Driving license</li> <li>(d) Identity card</li> <li>(e) PAN Card</li> <li>(f) Marriage Certificate</li> <li>(g) Divorce decree</li> </ul>
5B.	Major Mismatch	<p>Following documents shall be presented by the Security holder in the below mentioned cases:</p> <p>(a) <b>In case of change in name on account of Marriage:</b></p> <ul style="list-style-type: none"> <li>➤ Marriage Certificate</li> <li>➤ Copy of Valid Passport showing husband name, or</li> <li>➤ Publication of name change in official gazette,</li> <li>➤ Any document as mentioned in point 5(a) above evidencing the old name.</li> </ul> <p>(b) <b>In case of change in name on account of reasons other than marriage:</b></p> <ul style="list-style-type: none"> <li>➤ Publication of name change in official gazette</li> <li>➤ Any document as mentioned in point 5(a) above evidencing the old name</li> </ul>

## Annexure-A

### Format for providing Nomination

I/We wish to make a nomination. [As per details given below]				
<b>Nomination Details</b>				
I/We wish to make a nomination and do hereby nominate the following person(s) who shall receive all the assets held in my / our account in the event of my / our death.				
Nomination can be made upto three nominees in the account.		Details of 1 <sup>st</sup> Nominee		Details of 2 <sup>nd</sup> Nominee
Details of 3 <sup>rd</sup> Nominee				
<b>Mandatory Details</b>				
1	Name of the nominee(s) (Mr./Ms.)*			
2	Share of each Nominee	Equally <small>[If not equally, please specify percentage]</small>	%	%
			Any odd lot after division shall be transferred to the first nominee mentioned in the form.	
3	Relationship With the Applicant ( If Any)			
* Date of Birth and Name of Guardian to be provided in case of minor nominee(s)				
<b>Non-mandatory Details</b>				
4	Address of Nominee(s)/ Guardian in case of Minor  City / Place: State & Country:			
		PIN Code		
5	Mobile / Telephone No. of nominee(s)/ Guardian in case of Minor			
6	Email ID of nominee(s)/ Guardian in case of Minor			
7	Nominee/ Guardian (in case of Minor) Identification details – [Please tick any one of following and provide details of same]  <input type="checkbox"/> Photograph & Signature <input type="checkbox"/> PAN <input type="checkbox"/> Aadhaar <input type="checkbox"/> Saving Bank account no. <input type="checkbox"/> Proof of Identity <input type="checkbox"/> Demat Account ID			
Name(s) of holder(s)				Signature(s) of holder*

Sole / First Holder (Mr./Ms.)		
Second Holder (Mr./Ms.)		
Third Holder (Mr./Ms.)		

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

**Note:**

This nomination shall supersede any prior nomination made by the account holder(s), if any.

The Intermediary shall provide acknowledgement of the nomination form to the account holder(s)

## **Annexure-B**

### **Declaration for opting-out of nomination**

I / We hereby confirm that I / We do not wish to appoint any nominee(s) in my / our MF Folio/ demat account and understand the issues involved in non-appointment of nominee(s) and further are aware that in case of death of all the account holder(s), my / our legal heirs would need to submit all the requisite documents / information for claiming of assets held in my / our MF Folio / demat account, which may also include documents issued by Court or other such competent authority, based on the value of assets held in the MF Folio / demat account.

#### **Name and Signature of Holder(s)\***

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

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