

## Dear Shareholders,

Kindly note that SEBI vide circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated 16<sup>th</sup> March 2023 has issued Common and simplified norms for processing investor's service requests by Registrar and Share Transfer Agent (RTA) and norms for furnishing PAN, KYC details and Nomination. As per the Circular, to enhance the ease of doing business for investors in securities market, SEBI has prescribe following:

- All physical securities holders in listed entities to furnish the following documents for their corresponding folio numbers:
  - (a) PAN,
  - (b) Nomination,
  - (c) Contact details,
  - (d) Bank A/c details,
  - (e) Specimen Signature
- The above mentioned PAN shall be link with Aadhaar by March 31, 2023, or any other date as may be specified by the Central Board of Direct Taxes (CBDT) to avoid freezing of your folio. Currently CBDT has extended the date for linking PAN with Aadhaar till June 30, 2023
- As per the afore-stated circular in case the above documents are not submitted by the Security holders up to 30<sup>th</sup> September 2023, then the folios of such holders would be frozen by the RTA and if the folios continue to remain frozen till 31<sup>st</sup> December 2025, then the same would be referred by the RTA/ Listed company to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002. The Frozen folios would be reverted to normal status upon receipt of all the above-mentioned documents.
- From 1<sup>st</sup> April 2024 in case of such frozen folios, the shareholder would not be eligible to receive dividend in physical mode and the dividend would only be processed through electronic mode. An intimation would be sent by the RTA/ Company stating that such payment is due and would be made electronically only upon submission of the above-mentioned documents/ information.
- Self-attested copies of documents will be accepted by the (RTA) (i.e. KFin Technologies Limited) for processing of service requests.
- Mode for providing documents/details by investors for service requests.

S.No.	Mode	Acknowledgement by RTA
1.	Through 'In Person Verification (IPV)' The Shareholder may visit the office of the RTA at the below-mentioned address in person along with the self-attested copy of the above-mentioned documents and requisite forms for In-Person Verification. The shareholders may also visit any other branch office of the RTA in their locality.	RTA shall provide acknowledgement with IPV stamping with date and initials.

2.	Through Post <b>Mr. Rajkumar Kale</b> Associate Vice-President Corporate Registry Unit: DLF Limited Address: Selenium Tower B, Plot 31-32, Gachibowli, Financial District, Nanakramguda, Hyderabad – 500 032	The acknowledgement will be provided by return post and also through e-mail on the registered e-mail ID of the shareholder.
3.	Through electronic mode with e-sign* from the registered e-mail ID of the shareholder.	Intimating the security holder through revert e-mail on the registered e-mail ID.

**\*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 (<https://cca.gov.in/>) for the purpose of obtaining an e-sign.**

- RTA shall process all investor service request by accepting the self-attested duly filled up request in the required Forms, unless otherwise required under the Companies Act, 2013. Following are requisite forms:

<b>Registering/ Updating the KYC details:</b>		
<b>S. No.</b>	<b>Particulars</b>	<b>Form#</b>
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)
<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 and vice versa	NA
9	Claim from Unclaimed Suspense Account & Suspense Escrow Demat Account	ISR –4
10	Transposition	ISR –4
11	Transmission	ISR –5

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

**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
2.	Proof of Identity	<ul style="list-style-type: none"> <li>a) Unique Identification Number (Aadhaar).</li> <li>b) Valid Passport</li> <li>c) Driving License in Smart Card Form/ Book Form/ Digital Copy</li> <li>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.</li> <li>e) PAN Card with Photograph</li> <li>f) Marriage Certificate</li> <li>g) Divorce Decree</li> </ul>
3.	Documents for proof of Address	<ul style="list-style-type: none"> <li>a) Unique Identification Number (Aadhaar).</li> <li>b) Valid Passport/ Registered Lease or sale Agreement of Residence/ Driving License.</li> <li>c) Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant.</li> <li>d) Utility bills like Telephone Bill (only land line) / Electricity bill / Gas bill - Not more than 3 months old.</li> <li>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.</li> <li>f) <b><u>For FII/ sub account:</u></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.</li> <li>g) Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.</li> <li>h) Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.</li> </ul>
4.	<b>Mismatch in Signature</b>	
(a)	Minor mismatch	<p>Letter shall be sent by the RTA at the registered address of the Shareholder:</p> <ul style="list-style-type: none"> <li>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; and</li> </ul>

S. No.	Nature of Request	Documents required
		b) 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.
(b)	Major mismatch	<p>Security holder can register/ update the specimen signature through form ISR-1 and shall complete <b><u>either of the two processes:</u></b></p> <p>(a) - Original Cancelled cheque; or  - Self-attested copy of Bank Passbook/ Bank Statement;  - Banker's attestation of the signature of the same bank account as per Form ISR-2.</p> <p style="text-align: center;">Or</p> <p>(b) The investor may get his or her signature changed or updated by visiting RTA office in person.</p>
5	<b>Mismatch/ Change in name</b>	
(a)	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> <p>(a) Aadhaar  (b) Valid Passport  (c) Driving license  (d) Identity card  (e) PAN Card  (f) Marriage Certificate  (g) Divorce decree</p>
(b)	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>