



Common And Simplified Norms For Processing Investor's Service Requests By RTAs And Norms For Furnishing Pan, KYC Details And Nomination

Dear Debenture holder,

As a part of its ongoing measures to protect the interest of the investors in the Securities Market, Securities and Exchange Board of India (SEBI), vide its Circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/655 dated November 03, 2021 & SEBI/HO/MIRSD/MIRSD_RTAMB/P/ CIR/2021/687 dated December 14, 2021 had specified the common and simplified norms for processing any investor's service request by Registrar & Share Transfer Agents (RTAs) and providing electronic interface by RTAs for processing investor's queries, complaints, and service requests.

SEBI, vide the said circulars, also specified the formats for investor's holding physical securities for raising the requests with regard to registration or changes / updation of PAN, KYC, nomination and also for Company's attestation of the signature of the investor in the event of major mismatch in the signature of the investor.

SEBI vide its Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/37 dated 16.03.2023 specified the norms/procedural requirements for processing service requests of investors, based on the investor feedback and consultation with Registrars Association of India (RAIN).

It has been made mandatory for all holders of physical securities to furnish / update the PAN, Nomination, Contact details, Bank account details and specimen signature with the Company's RTA.

Please note that -

- ✦ The folios in which PAN / KYC/ Nomination details are not available / updated will be frozen by the Company's RTA w.e.f. 01.10.2023.
- ✦ Also note that the folios in which PAN is not linked to Aadhaar as on 31.03.2023 or any other date as may be specified by the Central Board of Direct Taxes will also be frozen by the Company's RTA.
- ✦ After December 31, 2025, the frozen folios 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.

Debenture holders holding debentures in physical form are requested to furnish / update their PAN / KYC/ Nomination details, if not done earlier, with Company's RTA by using the relevant forms as specified below:

SL NO	PARTICULARS	FORM - WEB LINK
1	Request for registering PAN, KYC Details or changes / updation thereof	ISR-1 https://www.sebi.gov.in/sebi_data/commndocs/mar-2023/Form_ISR-1_p.pdf
2	Confirmation of Signature of debenture holder by the Company (in case of major mismatch in the signature of the debenture holder)	ISR-2 https://www.sebi.gov.in/sebi_data/commndocs/mar-2023/Form_ISR-2_p.pdf
3	Nomination Form	SH-13 https://www.sebi.gov.in/sebi_data/commndocs/nov-2021/Form%20No.%20SH-13_p.pdf
4	Cancellation or Variation of Nomination	SH-14 https://www.sebi.gov.in/sebi_data/commndocs/nov-2021/Form%20No.%20SH-14_p.pdf
5	Declaration form for opting out / cancellation of Nomination *	ISR-3 https://www.sebi.gov.in/sebi_data/commndocs/mar-2023/Form_ISR-3_p.pdf

*Please use Form SH-14 and Form ISR-3 for cancellation of the existing nomination.

In case of any query, kindly contact the Company or RTA at the details provided below:

1. Compliance Officer

Muthoot Centre, TC No. 27/3022,
Punnen Road, Trivandrum - 695 001
Telephone No. - +91 471 4911621
Email ID - sachu.sivas@muthoot.com

2. Integrated Registry Management Services Private Limited

2nd Floor, Kences Towers, No. 1, Ramakrishna Street,
North Usman Road, T. Nagar, Chennai - 600 017
Telephone No.- 044-28140801 - 03
Email ID - mfinipo@integratedindia.in