

## Exchange of new share certificates, KYC update, Direct Credit of Shares

Dear Investor,

The Process of request for **exchange of share certificate(s)**, updation of KYC details and Direct Credit of Shares, the following documents are required to be submitted:

1. Request letter duly signed by all the holder.
2. Original old share certificates held under this folio (if lost/misplaced, kindly mention this in the request letter).
3. Self-attested copies of PAN Card and Aadhaar Card
4. Self-attested copy of valid current address proof and Address proof as per RTA records, in case the address proof as per RTA records is not available, kindly provide declaration mentioning old and current address as per RTA record and stating that address proof as per RTA record is not available.
5. Duly filled and signed KYC Forms ISR-1, ISR-2, and ISR-3 (or SH-13, as applicable), along with a cancelled cheque (pre printed with holder`s) or an self attested copy of your bank passbook or self attested copy of your bank statement.
6. Duly filled and signed Form ISR-4.

### Documents for Direct Credit of securities

In compliance with the SEBI Circular HO/38/13/(3)2026-MIRSD-POD/I/3763/2026 dated January 30, 2026 on doing away with the requirement of issuance of Letter of Confirmation (“LOC”) and to effect direct credit of securities in the demat account of the investor on receipt of the various investor service requests such as issuance of duplicate securities certificates, transmission, transposition, renewal/exchange of certificates, endorsement, sub-division/splitting of certificates, consolidation of certificates/folios, etc.

To facilitate the direct credit of securities into the demat account, please submit the following:

7. The self-attested latest Client Master List (CML) of demat account/BO ID duly signed and verified by DP official with Stamp (the CML should not be older than 2 months).
8. The duly filled and signed **Demat Conversion Request Form (DCRF)** and signature of the BO/s duly verified by the DP official with stamp. Kindly ensure that the appropriate nature of investor service request is selected. In case of a composite request, all relevant checkboxes should be duly selected.

(Note: In case of lock-in securities, kindly submit a distinct DCRF for free and lock-in securities along with lock-in reason or release date.)

<b><u>Investors with an CDSL-registered Depository Participant (DP)</u></b>	<b><u>Investors with an NSDL-registered Depository Participant (DP)</u></b>
a) In cases of Transposition-cum- Dematerialization, the request shall be accompanied by a Transposition Request	a) In cases of Transposition-cum-Dematerialization, the request shall be accompanied by <b><u>Transposition along with Dematerialization Conversion Request.</u></b> b) In cases of Transmission-cum- Dematerialization, the request shall be accompanied by <b><u>Transmission along with Dematerialization Conversion Request.</u></b>

Form (TPRF).	c) In case of variation in signature, the request shall be accompanied by <b><u>Signature Variation Form along with Dematerialization Conversion Request.</u></b>
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*(Investor is requested to Check the CML to identify whether they have account with NSDL registered DP or CDSL registered DP)*

#### OTP Authentication for Direct Credit

- a) In the process investor an SMS link will be sent to the registered mobile number and email ID available in the BO ID for verification from first / sole holder
- b) First holder has to click on the SMS link provided and access the OTP generation page by entering the BO ID along with first holder PAN as a login authentication.
- c) Once the investor has logged in successfully the screen will display the details such as the Demat Request Number (DRN) and details of securities. For completion of the dematerialisation process, the OTP must be entered into the system and authenticated by the investor, post OTP confirmation the demat account

All the Formats mentioned in the procedure such as ISR-1, ISR-2, SH-13 (ISR-3), ISR-4 & CDSL-Direct Credit-DCRF or NSDL-Direct Credit-DCRF Form are available under the Forms & Procedures/Downloads section on our website: [https://www.bigshareonline.com/resources-sebi\\_circular.aspx#parentHorizontalTab3](https://www.bigshareonline.com/resources-sebi_circular.aspx#parentHorizontalTab3)

#### **Important Instructions –**

1. Kindly ensure that the first eight digits of **Aadhaar number are masked** before submission.
2. All ISR forms and the complete set of KYC documents are duly filled in and signed by all registered shareholders.
3. Form ISR 2 is complete in all manner including Email id and Phone number of Bank, email and Phone number of investor, Details of Branch Manager who has attested ISR 2 such as Employee Name, Employee Code, Email of Employee.

Thanking you and assuring you of our best services at all times.

Yours faithfully,  
Bigshare Services Pvt. Ltd.