

Procedure for the Issue of Duplicate Share Certificates, KYC Update and Direct Credit of Shares

Dear Investor,

To process the Duplicate Request, updation of KYC details and Direct Credit of Shares, kindly submit the following documents:

1. Request letter required from shareholder(s) for issue of duplicate share certificate mentioning the details like:
 - Name of the Company
 - Folio Number
 - Name(s) of the Shareholder(s)
 - Certificate Number(s)
 - Distinctive Number
 - Number of Shares
2. Duly filled and signed **Form ISR-4**
3. **Affidavit-cum-Indemnity (Annexure-A)**

If the value of the shares is up to ₹10,000, as of the date of application, the Affidavit-cum-Indemnity may be executed on plain paper and notarization is not required for issuance of a duplicate share certificate.

If the value of the shares exceeds ₹10,000, as of the date of application, the Affidavit-cum-Indemnity must be executed on non-judicial stamp paper of appropriate value in the prescribed format, to the effect of identification and claim to the securities.

Note: 1. The applicable stamp duty shall be the higher of the rates prescribed for an Affidavit or an Indemnity, in accordance with the stamp laws of the State where the claimant(s) / registered holder(s) resides.

2. Kindly provide two (2) witnesses as per the requirement of Annexure-A

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 and stating that address proof as per RTA record is not available.

Below are the following additional requirement If the Market Value of Securities exceeds Rs. 10,00,000/- (Ten Lakhs) as of the date of application.

5. F.I.R / e-F.I.R /Acknowledged Police Complaint/ Court injunction order/copy of plaint (where the suit filed has been accepted by the Court and Suit No. has been given), reporting loss of securities, containing details of the securities, folio number, distinctive number range and certificate numbers. For overseas securities holder instead of submitting F.I.R / e-F.I.R /Acknowledged Police Complaint, shall be permitted to provide self-declaration of the security Certificates lost/ misplaced/ stolen, duly notarised/Apostilled / attested by the Indian Consulate /Embassy in their country of residence, along

with self-attested copies of valid passport and overseas address proof.

6. The Listed Company is required to publish a newspaper advertisement on a widely circulated newspaper in the region where the registered office of the Company is situated, on a weekly basis. The listed company may charge a minimal fee from the investor towards such advertisement.

Updation of KYC

7. Duly filled and signed KYC Forms **ISR-1**, **ISR-2**, and **ISR-3** (or **SH-13**, as applicable) along with original cancelled cheque with name of holder(s) printed on it or an self attested copy of your bank passbook, self-attested copy of Bank Statement (bank details must match Form ISR-2 and the CML).

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,

8. 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).
9. 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.)

<u>Investors with an CDSL-registered Depository Participant (DP)</u>	<u>Investors with an NSDL-registered Depository Participant (DP)</u>
1. In cases of Transposition-cum- Dematerialization, the request shall be accompanied by a Transposition Request Form (TPRF).	a) In cases of Transposition-cum-Dematerialization, the request shall be accompanied by <u>Transposition along with Dematerialization Conversion Request.</u> b) In cases of Transmission-cum- Dematerialization, the request shall be accompanied by <u>Transmission along with Dematerialization Conversion Request.</u> c) In case of variation in signature, the request shall be accompanied by <u>Signature Variation Form along with Dematerialization Conversion Request.</u>

(Note: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

Important Instructions –

1. Kindly ensure that the first 8 digit of **Aadhar Number is masked** in the Aadhar Copy shared along with the Service request.
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.
4. **Important Notes for Filling Out the Affidavit-cum-Indemnity:** Wherever the format sentence contains “Company / Registrar and Transfer Agent (RTA)”, the slash “/” should be read as “and”, not “or” The shareholder must clearly mention both the name of the Company and the name of the Registrar and Transfer Agent (RTA) in all relevant clauses of the Affidavit-cum-Indemnity.

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

Yours faithfully,
Bigshare Services Pvt. Ltd.