



CB Management Services (P) Ltd  
Rasoi Court, 5<sup>th</sup> Floor, 20 R N Mukherjee Road,  
Kolkata 700001

## Investor Charter

### Do's

Encash dividend/Interest regularly to avoid transfer of unclaimed amount/underlying securities to IEPF.

Follow up diligently and promptly if you have not received allotment intimation/ certificate / dividend / interest etc.

Ensure that your PAN is registered with CB Management Services (P) Ltd for all your physical holdings.

Ensure nomination is registered for all your securities to smoothen the transmission.

Ensure that all KYC details viz full postal address with PIN, mobile number, e-mail address, etc. are updated to facilitate CB Management Services (P) Ltd for sending communication.

Ensure that correct and complete Bank details are recorded with CB Management Services (P) Ltd in respect of physical holdings to facilitate prompt electronic credit of dividend / interest / redemption amounts and eliminate possibility of unclaimed amounts / underlying securities being transferred to IEPF.

Promptly inform CB Management Services (P) Ltd in writing quoting the Unit Name and Folio Number and complete required formalities in case of loss of securities.

Ensure that the documents provided for availing any investor service request are complete in all respects and keep copies of documents sent to the office of CB Management Services (P) Ltd.

Monitor all corporate announcements pertaining to investments made.

### Don'ts

Do not keep your folios without PAN.

Do not keep your folios without nomination

Do not deal with unauthorized persons for any investor service requests such as change in / updation of address, e-mail address, mobile number and bank details.

Do not share security details, viz. folio number, certificate number, distinctive number(s), bank details, specimen signature, KYC documents, etc. with unknown person(s).

# Investor Charter

## Vision

To be a trusted, transparent and prompt service provider to the investors, conforming to the highest standards of compliance, confidentiality and professionalism in conduct, to meet the obligation towards investors in Indian capital markets.

## Mission

- To maintain high standard of integrity in the conduct of business by fulfilling obligations in a prompt, ethical and professional manner.
- To comply with all regulatory requirements in a time bound manner
- To facilitate prompt service to investors by and through streamlining the process and harnessing technology
- To facilitate easy approach, communication and interface with investors so as to resolve their queries / grievances

## Services Provided

- Providing details of allotment and clarification on allotment.
- Processing change in /update of the KYC details of the investors for physical holdings like change of address/bank account details/ e-mail address /telephone/mobile/ nomination and PAN.
- Processing and updating investor holding/title change requests viz name deletion, transmission, transposition, issue of duplicate shares, dematerialization and rematerialisation of securities.
- Processing of other requests, viz., recording of declaration w.r.t. exemption / lower tax rates for TDS on dividend/interest, revalidation and reissue of dividend and interest instruments.
- Execution and intimation of other corporate actions viz., ESOPs, Dividend payment, Stock split, Bonus issue and Merger/Demerger activities.
- Communication of Rights issue entitlements.
- Communication of Buyback, exit offer, takeover made by the company/ acquirer, and the procedure to be followed by investor in respect of these issues
- Mandatory execution of transfer of shares and dividends to IEPF and transfer of undelivered share certificates to Suspense account.
- Process grievance received through mails and Letters and those through SCORES also.

## Investor Services Standard

As a customer-centric organization, we are committed to providing the highest quality of service delivery to investors. We resolve/respond to service requests within the stipulated timelines as stated below:

| Sr. No.  | Nature of Service  | Expected Timelines (Number of days) |
|----------|--|-------------------------------------|
| <b>A</b> | <b>Investor Service Request:</b>                                 |                                     |
|          | 1. Processing of transmission request                            | 21                                  |
|          | 2. Processing of issue of duplicate security certificate request | 30                                  |
|          | 3. Processing of dematerialization request                       | 15                                  |
|          | 4. Processing of remat request                                   | 30                                  |
|          | 5. Processing of Transposition request                           | 15                                  |
|          | 6. I. Processing of request for change in / up-dation of         |                                     |
|          | a. Name  | 30                                  |
|          | b. Signature   | 30                                  |
|          | c. Nomination  | 30                                  |
|          | d. Contact details (Address, E-mail address and Mobile number)   | 15                                  |
|          | e. Bank account details  | 15                                  |
|          | II. Processing of request for Up-dation of PAN                   | 15                                  |

## Grievance Redressal

Providing response to the inquiries of the investors and Redressal of Grievance.

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## Other Operational Activities

Allotment of securities (IPO) 3 Days

Intimation regarding distribution of corporate benefits (dividend,bonus,stock split):

01. E-mail communication 15 Days
02. Physical communication 30 Days

## Rights of Investors

- Receive all the benefits/ material information declared by the Company.
- Actively participate in the AGM / EGM of the company & E-voting events so as to be a part of the decision making of the Company's business resolutions.
- In case of any grievances, approach Link Intime India Pvt Ltd., Depository, Company, Stock Exchange or SEBI for resolution within prescribed timelines.