

Investor Frequently Asked Questions

Dear Investors,

It is our endeavour to extend best possible services to our valued shareholders and other investors. For your convenience, we have furnished answers to some frequently asked questions in relation to below mentioned Investor Services / Requests.

The Procedures provided in these FAQs have been referred from the SEBI Master Circular No. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated 23rd June 2025, and process followed by KFin Technologies Limited ("KFin"), Registrar and Transfer Agent ("RTA") of the Company.

Sr. No.	Particulars	Page No.
1.	KYC and Nomination	2
2.	Green Initiative	4
3.	Transfer and Dematerialization of Equity Shares	5
4.	Transmission of Equity Shares	8
5.	Loss of Securities	10
6.	Mode and contact for delivering documents to RTA	13

1. FAQ - KYC and Nomination

1.1. KYC

As per SEBI Master Circular No. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated 23rd June 2025 ("SEBI Master Circular), physical security holder(s) whose mandatory **KYC Details are not updated, shall be eligible for any payment** including dividend, interest or redemption payment, **only through electronic mode** with effect from April 01, 2024. Demat shareholders are also requested to update their KYC details with their respective Depository Participants ("DP").

A. What are the Mandatory KYC Details

- PAN
- Contact Details (postal address, mobile number, e-mail address)
- Bank Details
- Signature

B. How can Shareholders holding shares in Demat Mode update their KYC?

Shareholders holding shares in Demat Mode are required to update their KYC details with their respective DP (Ex: submit updated KYC Details to HDFC Securities, ICICI Securities, Zerodha, Groww, etc., wherever you hold your Demat Account).

C. How can Shareholders holding shares in Physical Mode update their KYC?

Physical shareholders are required to submit the following forms for updating the KYC details with RTA at the below given address:

KYC Particulars	Click on the link below to access the Form
PAN, Contact details (postal address, Mobile number & E-mail), Bank details	ISR – 1 - Investor Service Request for registering details
Nominee details	SH – 13 - Nomination Form, SH – 14 - Cancellation or variation of Nomination, ISR – 3 - Opting out of nomination (As applicable)
Signature	ISR – 1 - Investor Service Request for registering signature ISR – 2 -Confirmation of Signature (As applicable)

Please click on the above links to download the forms. Kindly refer [Mode and contact for delivering documents to RTA](#) .

KFin Technologies Limited

Unit: Mahindra & Mahindra Financial Services Limited

Plot No. 31 & 32, Selenium Building, Tower B,

Financial District, Nanakramguda, Gachibowli,

Hyderabad, Telangana – 500 032

Contact Name: Mr. D. Suresh Babu; Tel. No.: +1800 309 400;

Email Id – inward.ris@kfintech.com;

1.2. Nomination

A. What is the meaning of nomination?

Nomination is a process by which a holder of securities designates a specific person to receive securities upon the holder's demise. The nominee acts as a Trustee of the securities of the original security holder and transfers the securities to the legal heir as per succession plan.

B. Is it mandatory to nominate someone for securities held by us?

No, it is not mandatory. A provision has been created to "OPT OUT" of the same. Kindly use Form [ISR - 3](#).

However, it is also important to note that **all investors** shall be required to **mandatorily provide** the 'Choice of Nomination' (except for jointly held Demat Accounts) for ensuring smooth transmission of securities held by them as well as to prevent accumulation of unclaimed assets in securities market.

C. Who can be a nominee?

- Only an individual can be a nominee for the securities held by a shareholder. A non-resident Indian can be a nominee on repatriable basis provided RBI approval granted to the nominee is registered with the Company.
- A minor can also be nominated by a holder of shares/debentures/deposits and in that event the name and address of the Guardian shall be given by the holder.
- The nominee shall not be a trust, society, body corporate, partnership firm, Karta of Hindu Undivided Family, or a power of attorney holder.

D. How can I nominate?

- In case of Demat holding, you can get your nominee registered with your DP.
- In case of Physical holding, please download the Nomination form [SH - 13](#) and fill and share the signed copy with RTA.

E. Can I change my nominee?

Yes, the nomination can be varied or cancelled by executing fresh nomination form. Please use Form [SH - 14](#).

F. What is the timeline for cancellation or variation in nomination?

With regards to nomination, the cancellation or variation in nomination shall take effect from the date on which the duly completed and signed intimation is received by the Company / RTA in terms of Rule 19 (10) of the Companies (Share Capital and Debenture) Rules, 2014, as amended from time to time.

GO UP

2. FAQ - Green Initiative

A. What is Green Initiative? Why should I register for the same?

Green Initiative is an effort of the Government of India which aims at reducing paper consumption thereby contributing to a greener environment.

Towards this end, the Ministry of Corporate Affairs vide its Circular Nos. 17/2011 dated April 21, 2011 and 18/2011 dated April 29, 2011 commenced the “Green Initiative in Corporate Governance” thereby allowing Companies to issue Annual Reports and other documents to the shareholders in electronic mode.

By registering for Green Initiative, every shareholder will get an opportunity to contribute to this noble cause for the benefit of our future generations.

B. How do I register for E-Communication?

To register for E-communication, you need to have an email id.

For Demat Shareholders: You are requested to register your email address with your Depository Participant (“DP”) as per the process advised by the DP.

For Physical Shareholders: You may write to our Registrar & Transfer Agent (“RTA”) i.e. KFin Technologies Limited (“KFin”) for updating your email address if you hold shares in Physical form, following the process mentioned in FAQ no. C of para 1.1 of this file.

C. What is Electronic Credit of Dividend?

SEBI has made it mandatory for all companies to use the bank account details of the shareholders furnished by the Depositories (for shares held in Demat mode) and the bank account details maintained by the RTA (for shares held in Physical mode), for payment of dividend to Members electronically. The Company makes electronic credit of dividend directly to the respective bank accounts of the Member(s) through electronic mode.

D. How can I register for receiving Dividend electronically in my Bank account?

SEBI vide its Master Circular No. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated 23rd June 2025 has provided that Security holder(s) (holding securities in physical form), whose KYC details are not completed, shall be eligible for any payment including dividend, interest or redemption payment in respect of such folios, only through electronic mode with effect from 1st April 2024.

Accordingly, the Members are requested to update the KYC and Bank details as mentioned in FAQ no. C of para 1.1 of this file.

Members need to update their KYC and Bank account details to receive dividends directly in bank account. following the process mentioned in FAQ no. C of para 1.1 of this file.

GO UP

3. FAQ - Transfer and Dematerialization of Shares

3.1. TRANSFER

A. What do you mean by transfer of shares?

Transfer of shares, in general, is the process through which shares of a given Company are transferred from one party called the transferor to another called the transferee. Essentially, this transaction allows shareholders to transfer the ownership of their shares via selling, gifting, and other means of transferring shares.

B. Can I transfer the shares I hold in physical form?

Please note that as per SEBI Press Release dated 27th March 2019 and Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, **effective from 1st April 2019, transfer of shares can be carried out in dematerialised form only.** The process for dematerialisation of shares is given below. You are, therefore, requested to convert the physical shares into demat mode.

C. Is there any restriction on holding MMFSL shares in physical form?

There is no restriction in holding your shares in physical form. However, you cannot do any transactions on shares held in physical form. Given this and considering the risks of loss/damage associated with holding shares in physical form, it is advised to get your shareholding dematerialised.

As per SEBI RTA Master Circular, the physical security holders whose folio(s) do not have Mandatory KYC details PAN, contact details (Postal Address with PIN and Mobile Number), Bank account details and specimen signature shall not be eligible to:

- lodge any Investor service requests
- receive any payment like dividend, interest or redemption payment in respect of such folios with effect from April 01, 2024.

D. What are other risks involved in holding securities in physical mode?

- Physical share certificates can be easily lost, stolen, or destroyed due to accidents, natural disasters.
- Transferring physical shares is not allowed in present legal regime. It has to happen in demat mode only.
- The lack of a digitized transaction trail makes it difficult to track ownership transparently, which can lead to delays in dispute resolution and challenges in establishing rightful ownership.
- Issues with physical certificates can lead to delays in receiving dividends or participating in other shareholder activities.

ACCORDINGLY, WE HIGHLY RECOMMEND YOU GET YOUR SHARES DEMATERIALISED AND SUBMIT YOUR MANDATORY KYC DETAILS TO AVOID RISKS/ISSUES ASSOCIATED WITH HOLDING SHARES IN PHYSICAL MODE.

3.2. DEMATERIALIZATION (“Demat”)

E. What are the benefits of getting shares dematerialised?

There are various benefits of holding your shares in demat mode including elimination of risks associated with physical certificates such as bad delivery, fake securities, delays, thefts etc; ensuring smooth transfer/ transmission of shares; flexibility of appointing nominee; minimal paperwork; automatic credit into demat account of shares, arising out of bonus/split/consolidation/merger etc.

F. How do I demat my shares?

First, you need to open a demat account with a Depository Participant (“DP”) (example: HDFC Securities, ICICI Securities, Zerodha, Groww, etc., wherever you hold your Demat Account) and obtain a unique Client ID number. Thereafter, you need to fill up a Dematerialisation Request Form (“DRF”) provided by the DP and surrender the physical shares intended to be dematerialised to the DP.

Upon receipt of the shares and the DRF, the DP will send electronic requests through the Depository to the Company/Registrar for confirmation of demat. Each request will bear a unique transaction number. Simultaneously, the DP will surrender the DRF and the shares to the Company with a covering letter requesting the Company/RTA to confirm the demat. After verifying the documents received from the DP, the Company/RTA will confirm the demat to the Depository.

This confirmation will be passed on from the Depository to the DP, which holds your account. After receiving this confirmation from the Depository, the DP will credit the account with the dematerialised shares. The DP will then hold the shares in the dematerialised form on your behalf and you become the beneficial owner of these dematerialised shares. The process of dematerialization generally takes 30 days to be completed after submission of complete documents and dematerialization request.

GO UP

4. FAQ - Transmission of Equity Shares

A. What is Transmission of Securities?

Transmission of securities means transferring ownership of securities to the nominee/ successors/ Legal heirs in the event of death of the sole / all joint holders or to surviving joint holders in the event of death of one/ more joint holders.

B. What is Nomination?

Nomination is a process by which a holder of securities designates a specific person to receive securities upon the holder's demise. A nominee acts as a custodian or trustee of those shares, holding them for the benefit of the deceased account holder's legal heirs.

The detailed procedure for nomination is given under FAQ 1.2 of this file.

C. What documents are required for the transmission of securities by demat security holders?

Demat shareholders need to contact their Depository Participant for transmission of securities.

D. What documents are required for the transmission of securities by physical security holders?

Documents required in case of transmission of securities are listed in table below:

Sr. no	Documents required for transmission	Sole holder deceased & nomination registered	Sole holder deceased & nomination not registered
1.	Transmission Request Form	ISR-5	ISR-5
2.	Original death certificate or Copy of Death certificate attested by a notary public/ gazette officer or copy of the death certificate attested by the nominee/claimant, subject to verification with original by the RTA/Listed Issuer	✓	✓
3.	Self-attested copy of Permanent Account Number Card of the nominee/claimant issued by the Income Tax Department	✓	✓
4.	Copy of Birth Certificate (in case the Claimant is a minor)	✓	✓
5.	KYC* of the Claimant Guardian (in case of nominee /claimant being a minor / of unsound mind). *If not KYC compliant	✓	✓
6.	Original Security certificate(s). In case the original physical certificate(s) are lost and the value is more than rupees five lakhs, below documents to be provided: (a) Copy of FIR duly notarized having details of the securities, folio number, distinctive number range and certificate number. (b) Issuance of advertisement regarding loss of securities in a widely circulated newspaper.	✓	✓
7.	Notarized affidavit from all legal heir(s) made on non-judicial stamp paper of appropriate value on identity and claim of ownership, as per the format provided in Annexure D .	NA	✓

Sr. no	Documents required for transmission	Sole holder deceased & nomination registered	Sole holder deceased & nomination not registered
8.	In case the legal heir(s)/ Claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letter of Administration or Legal Heirship Certificate (or its equivalent certificate), instead of the document mentioned in point 7 above, an Affidavit from such legal heir(s)/ Claimant(s), duly Notarised and as per the format provided in Annexure D shall be sufficient.	NA	✓
9.	Copy of any of the following documents: (a) Succession certificate; or (b) Probate of Will; or (c) Will, along with a notarized indemnity bond from the legal heir(s)/ Claimant(s) to whom the securities are transmitted, as per the format specified provided in Annexure E ; or (d) Letter of Administration; or (e) Court Decree; or (f) Legal Heirship Certificate or its equivalent, along with (i) a notarized indemnity bond from the legal heir o(s)/claimant(s) to whom the securities are transmitted, as per the format provided in Annexure E ; and (ii) No Objection from all the non-claimants, as per the format provided in Annexure F . The document should be Attested by the legal heir(s)/ Claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted officer.	NA	✓
10.	For cases where the value of securities is up to rupees five lakhs in case of securities held in physical mode and up to rupees fifteen lakhs per beneficial owner in case of securities held in dematerialized mode , instead of and where the documents mentioned in point 9 above are not available, the following documents may be submitted; (i) no objection certificate from all legal heirs(s), in as per the format provided in Annexure F , or copy of family settlement deed executed by all the legal heirs, duly attested by a notary public or by a gazetted officer; and (ii) notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent/listed entity, in as per the format provided in Annexure E .	NA	✓

GO UP

5. Investor FAQs for Loss of Security Certificates / Issue of Duplicate Certificates (In case of Physical Shareholding)

5.1. Loss of Share Certificate

A. Kindly guide me through the process if I have lost my share certificate.

As per SEBI Master Circular SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/91 dated 23rd June 2025, the Company shall issue securities in dematerialized form only while processing service requests for Issue of duplicate securities certificate.

The shareholder need to write a request letter duly signed as per the specimen signature(s) registered to the Registrar and Transfer Agent (“RTA”) of the Company, i.e., KFin Technologies Limited (“KFin”), about the loss of share certificate by quoting the folio number and, if available, details of share certificates.

Upon receipt of intimation about loss of certificates, the RTA will revert with the required formalities to be complied with, for issue of Letter of Confirmation (“LOC”) to get credit of the share in Demat form. The process has been further elaborated at FAQ provided below.

5.2. Duplicate Securities Certificate

B. What is the procedure for issuance of Duplicate Securities Certificate?

The procedure and documentation requirements for issuance of duplicate securities are mentioned below: -

I.

1. Submission by the security holder of copy of FIR including e-FIR/ Police complaint/ Court injunction order/ copy of plaint (where the suit filed has been accepted by the Court and Suit No. has been given), necessarily having details of the securities, folio number, distinctive number range and certificate numbers.
2. Issuance of advertisement regarding loss of securities in a widely circulated newspaper.
3. There shall be **no requirement to comply** with **Point 1 and 2**, if the **value of securities** as on the date of submission of application, along with complete documentation as prescribed by the Board **does not exceed Rs. 5 Lakhs**.
4. The applicant shall quantify the value of the securities on the basis of the **closing price of such securities** at any one of the recognized stock exchanges **a day prior to the date of such submission in the application**.
5. Submission of Affidavit and Indemnity bond as per the format provided at point V below. There shall be no requirement of submission of surety for issuance of duplicate securities

6. An overseas securities holder, **in lieu of** documents mentioned in **Point 1 here** shall be permitted to provide self-declaration of the security certificates lost/ misplaced/ stolen which shall be duly notarized/ apostilled /attested by the Indian Consulate / Embassy in their country of residence, along with self-attested copies of valid passport and overseas address proof.
 7. In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the security holder) shall provide the same, to the security holder only where the signature and the address of the security holder matches with the RTA / listed company's records. In case the signature and/or the address do not match, the security holder shall first comply with the KYC procedure and then only the details of the securities shall be provided to the security holder by the RTA/listed company.
- II. Fake / forged / stolen certificates or certificates where duplicate certificate is issued, must be seized and defaced by the RTA / listed company and disposed of in the manner, authorized by the Board of the Company.
 - III. Defaced certificates shall be kept in custody of the Company/ RTA and disposed of in the manner as authorized by the Board of the Company.
 - IV. Duplicate securities shall be issued in **dematerialized mode only**. Upon successful submission of requisite documents, RTA shall issue Letter of Confirmation which then need to be submitted with respective DP for getting the duplicate securities in Demat mode.
 - V. Formats of various documents required to be submitted by security holder while requesting for issuance of duplicate securities have been provided below:
 - a) [Form A](#) - Affidavit for issuance of duplicate securities
 - b) [Form B](#) - Indemnity for issuance of duplicate securities
 - c) [Form C](#) - Format of Letter of Confirmation
 - d) [Investor Service Request Form - 4](#) (ISR 4)

C. What happens after submission of documents to RTA?

- After verifying and processing the documents, the RTA / the Company **shall intimate the claimant(s)** about its **execution** as may be applicable, within 30 days of the receipt of such request, **by way of issuing a Letter of Confirmation**.
- For issuance of duplicate securities, the RTA shall **retain the physical securities** (if available, e.g. in case of torn/decrepit/mutilated etc.) as per the existing procedure and **deface the certificate with a stamp "Letter of Confirmation Issued"** on the face / reverse of the certificate, subsequent to processing of service request.
- In case of loss of certificate, the RTA shall directly issue LOC and there is no requirement to print duplicate security certificate.
- The Letter of Confirmation shall, inter-alia, contain details of folio and demat account number (if available) of the claimant(s) and **shall be sent by the RTA / the Company through Registered / Speed Post to the claimant(s)**.

- Additionally, the RTA/the Company may send such letter through e-mail with e-sign and / or digital signature.
- Within 120 days of issue of the Letter of Confirmation, the **claimant(s) shall submit the demat request**, along with the **original Letter of Confirmation** or the digitally signed copy of the Letter of Confirmation, to the Depository Participant (“DP”).
- **DP shall generate the demat request** on the basis of the Letter of Confirmation and forward the same to the Company / RTA for processing the demat request.
- In case of the securities which are required to be locked in, the RTA while approving / confirming the demat request, shall incorporate / intimate the Depository about the lock-in and its period.
- The RTA / the Company shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the Letter of Confirmation, informing the claimant(s) to submit the demat request as above, in case no such request has been received by the RTA / the Company.
- In case of non-receipt of demat request from the claimant(s) within 120 days of the date of issue of the Letter of Confirmation, the securities shall be credited to Suspense Escrow Demat Account of the Company.

GO UP

Mode of submission of documents to the Company's RTA- KFin Technologies Limited:

1. **Through 'In Person Verification' (IPV):** The original documents can be submitted by the investor in person at RTA's office which shall be verified by the authorised person of the RTA and copy(ies) will be retained with IPV stamping with date and initials
2. **Through Post:** Hard copies of self-attested documents. By furnishing original/ photocopy(ies) of the relevant document duly self-attested with date (**preferable**).

KFin Technologies Limited

Unit: Mahindra & Mahindra Financial Services Limited

Plot No. 31 & 32, Selenium Building, Tower B,

Financial District, Nanakramguda, Gachibowli,

Hyderabad, Telangana – 500 032

Contact Name: Mr. D. Suresh Babu; Tel. No.: + 1800 309 400;

Email Id – einward.ris@kfintech.com;

3. **Through electronic mode with e-sign:** In case the email address is already registered with RTA, the investor may send the scanned copies of their KYC documents/ service requests with e-sign at the RTA's email-id: einward.ris@kfintech.com.

OR

Upload KYC documents with e-sign on RTA's website at the link:

<https://ris.kfintech.com/clientservices/isc/isrforms.aspx>

**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 empanelled 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.*

If you have any other queries, please feel free to contact our RTA - KFin Technologies Limited at einward.ris@kfintech.com.

GO UP

Date – 6th October 2025
