

## Investor FAQs – UPL Limited

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## Overview

UPL Limited ("the Company") (CIN: L24219GJ1985PLC025132) was incorporated in the year 1985.

The equity shares of the Company are listed on BSE Limited and National Stock Exchange Limited in India ("NSE"). The Commercial Papers issued by the Company are listed on NSE. The Global Depository Receipts ("GDRs") of the Company are listed on the Singapore Stock Exchange and are traded on the International Order Book, London Stock Exchange's electronic trading platform for GDRs. The existing GDRs additionally have a dual listing on NSEIX in GIFT City.

The Company has appointed M/s. MUFG intime India Private Limited Registrar and Share Transfer Agent ("RTA") of the Company for handling all matters relating to its shares.

## Rights of shareholders

The Company seeks to protect and facilitate the exercise of the following rights of shareholders:

- ✓ right to participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
- ✓ opportunity to participate effectively and vote in general shareholder meetings.
- ✓ being informed of the rules, including voting procedures that govern shareholder meetings.
- ✓ opportunity to ask questions to the board of directors at general meetings.
- ✓ exercise of ownership rights by all shareholders, including institutional investors.
- ✓ adequate mechanism to address the grievances of the shareholders.
- ✓ protection of minority shareholders from abusive actions by, or in the interest of, controlling shareholders acting either directly or indirectly, and effective means of redress.
- ✓ Other rights as specified in the statutory enactments.

## TRANSFER OF SHARES – PHYSICAL FORM

### 1. How to transfer physical securities to my name?

As per SEBI notification dated June 8, 2018, SEBI has mandated that transfer of securities would be carried out in dematerialized form only with effect from April 1, 2019. The said restriction does not apply to transmission, name deletion, change of name due to marriage/change of name as per gazette or transposition of securities.

### 2. Is there any restriction on holding shares in physical form? Can shares be held in physical form/ Can I continue to hold shares in physical form?

The requirement for dematerialization does not prohibit an investor from holding shares in physical form. Investors may continue to hold shares in physical form even after 1 April 2019.

However, any investor who intends to transfer shares held in physical form on or after 1 April 2019 is required to first dematerialise such shares, as transfers can be affected only in dematerialised form in accordance with applicable SEBI regulations.

Transfer deeds that were lodged prior to the cut-off date and were returned due to deficiencies in documentation may be re-lodged for transfer even after 1 April 2019, subject to compliance with applicable requirements. In this regard, SEBI has also opened a special one-time window for transfer and dematerialisation of physical shares. This window is open from 5 February 2026 to 4 February 2027.

Shares transferred during this window will be credited only in demat form and will be locked-in for one year from the date of transfer. During the lock-in period, the shares cannot be sold, transferred, pledged, or lien-marked.

The above decision is not applicable for demat of shares, transmission and transposition cases.

## DEMATERIALISATION AND REMATERIALISATION OF SHARES

### 1. What is Demat/ What is Dematerialisation and what are its benefits?

Dematerialisation (or Demat) signifies the conversion of a share certificate from physical form to electronic form for the same number of holdings by way of credit in a demat account held with a Depository Participant (DP). Demat, however, does not result into a change of ownership.

Any transfer of shares can be carried out only when the shares are held in dematerialised form.

Further, SEBI has made it mandatory for listed companies to issue shares only in dematerialised form while processing any investor service request such as issuance of duplicate certificates, transmission, transposition, exchange/subdivision/consolidation/name deletion/change of name of share certificates, etc.

For this purpose, two Depositories are currently in operation - National Securities Depository Limited (NSDL) and Central Depository Services Limited (CDSL).

Dematerialisation offers scope for paperless trading through state-of-the-art technology, whereby share transactions and transfers are processed electronically without involving any share certificate or transfer form after the share certificates have been converted from physical to electronic form.

### 2. Who is a Depository Participant?

A Depository Participant (DP) is the agent of the Depository, viz. NSDL and CDSL, and is the medium through which shares are held in the electronic form. They are also the representatives of the Investor, providing the link between the Investor and the Company/ Registrar through the Depository.

### 3. How does the Depository System operate?

The operations in the Depository System involve the Depositories, Depository Participants ("DP"), Company/Registrars and Investors.

A Depository (NSDL / CDSL) is an organisation like a Central Bank, i.e. Reserve Bank where the securities of an investor are held in the electronic form through Depository Participants.

A Depository Participant is the agent of the Depository and is the medium through which shares are held in the electronic form. They are also the representatives of the Investor, providing the link between the Investor and the Company/ its Registrar through the Depository. To draw an analogy, the Depository System functions in a manner similar to a banking system.

A bank holds funds in accounts whereas a Depository holds securities in accounts for its clients. A bank transfers funds between accounts while a Depository transfers securities between accounts.

In both systems, the transfer of funds or securities occurs without the actual handling of funds or securities. Both, the bank and the Depository, are accountable for the safe keeping of funds and securities respectively. The Company enters into a tripartite agreement with its Registrar and NSDL/CDSL (the depositories).

#### 4. How can services of a depository be availed?

To avail the services of a depository one is required to open an account with any of the depository participant of National Securities Depository Limited (NSDL) or Central Depository Services (India) Limited (CDSL).

#### 5. What are the benefits of availing depository services?

- ✓ A safe, convenient way to hold securities.
- ✓ Immediate transfer of securities.
- ✓ Elimination of risks associated with physical certificates.
- ✓ Reduction in paperwork involved in transfer of securities.
- ✓ More liquidity for purchase / sale of securities.
- ✓ Change in address, bank mandate, etc. recorded with DP gets registered with all companies in one go in which the investor holds securities electronically thereby eliminating the need to correspond with each of them separately.
- ✓ Easy nomination facility.
- ✓ Smooth transmission of securities in case of any eventualities.

#### 6. How do I convert physical shares to demat form/ How can I dematerialize share certificate(s)?

Procedure for dematerialising the shares held in physical form is provided here under:

##### Step 1: Open a demat account

Open a demat (beneficiary) account with a SEBI-registered Depository Participant (DP) of either NSDL or CDSL. You will receive a Client ID for your demat account.

### **Step 2: Submit dematerialisation request**

Collect a Dematerialisation Request Form (DRF) from your DP and submit the duly filled and signed form, along with the original physical share certificate(s) and required documents, to the DP.

### **Step 3: Acknowledgement and request number**

The DP will issue an acknowledgement and generate a unique Dematerialisation Request Number for tracking the request.

### **Step 4: Verification by Company / Registrar**

The DP sends an electronic demat request to the Depository and forwards the physical documents to the Company / Registrar and Share Transfer Agent (RTA) for verification.

### **Step 5: Confirmation of dematerialisation**

After verifying the documents, the Company/RTA confirms the dematerialisation request to the Depository.

### **Step 6: Credit of shares to demat account**

Upon confirmation, the Depository informs the DP, and the dematerialised shares are credited to your demat account.

### **Step 7: Completion**

Your shares are now held in electronic form, and you become the beneficial owner of the dematerialised shares.

*Please note under no circumstances you should submit your DRF and the share certificate(s) directly to the Company.*

7. **Can I dematerialise shares held jointly, in the same combination of names, but the sequence of names is different / Can shares held jointly in physical form be dematerialised, if the sequence of names mentioned in certificate differs from the sequence of names as per demat account?**

Yes, for this purpose you need to submit duly signed Transposition form along with the DRF and share certificate(s) to your DP.

8. **What are the charges to be paid to demat one's physical shares? Will it be paid by the Company or do I have to pay for it?**

The charges for demat have to be borne by the shareholder. The charges differ from DP to DP and therefore, you will have to contact your DP for details regarding the same.

**9. Once my shares are dematerialised, can I get them converted into physical shares?**

If you hold shares in the demat form, you have the option of converting your holding to the physical form by submitting a rematerialisation Request Form (RRF) through your DP. The procedure is similar to that of Dematerialisation. Upon receiving such a request from your DP, the Company will issue physical share certificates for the number of rematerialised shares.

It is however advisable to note the benefits of holding shares in demat mode before converting the shares to physical form.

**10. What are the charges to be paid to demat one's physical shares? Will it be paid by the Company or do I have to pay for it?**

The charges for demat have to be borne by the shareholder. The charges differ from DP to DP and therefore, you will have to contact your DP for details regarding the same.

**11. I have purchased some shares in paper form. Can I directly give the share certificates to my Depository Participant for dematting them in my favour?**

Transfer of securities cannot be processed unless the securities are held in the dematerialized form. Hence, the investors are cautioned not to purchase the shares of the Company in paper form.

Please refer to the response to Q.6 above for credit of physical shares in demat form.

**12. How do I get my dividends on dematerialised shares?**

On the Record date, the DPs will provide a list of demat account holders indicating the number of shares held in electronic form (known as Benpos – Beneficiary Position). On the basis of Benpos, the Company will make dividend payments in favour of demat account holders in the bank account linked with the demat account.

SEBI has now mandated that all dividends will be credit to the bank accounts of shareholders and no dividend warrants/cheques will be issued.

**13. Will I receive the Annual Report after I demat my shares? Will I be able to attend the AGM?**

Yes. The rights of the shareholders holding shares in demat mode are at par with holders of shares in physical form. Hence, you will be eligible for the Annual Report and can rightfully attend the AGM as a shareholder of the Company.

**14. What are the chances of fraud/disputes while using a demat account? Whom should I approach in such cases?**

The common risk associated with holding and trading in physical shares such as signature mismatches, loss or delay during postal transit, forgery, or damage to share certificates are eliminated in the demat mode, as demat shares are held and traded in an electronic form.

Demat accounts therefore provide a higher level of safety, transparency, and efficiency.

However, in the unlikely event of any discrepancy or dispute relating to your demat holdings or transactions, you should approach your DP in the first instance for resolution. The DP will coordinate with the concerned depository, if required, to address and resolve the issue.

**15. Whom should I inform change in my address, bank account details etc. in respect of shares held in demat form? Where should I submit requests for updating personal and bank-related details for shares held in demat form?**

For shares held in demat form, all requests or correspondence relating to changes in personal information such as address, bank account particulars, NECS mandate, or nomination registration must be submitted directly to your DP. The DP will carry out the necessary updates in the depository records.

**16. Can I pledge my shares in demat form as security for obtaining loans or other funding facilities from banks or financial institutions?**

Yes. Shares held in demat form can be pledged as collateral to avail loans or other funding arrangements from banks or financial institutions, subject to their terms and conditions and applicable regulatory requirements.

You are advised to contact your respective DP to initiate and complete the pledge process.

**17. Why can't the Company take request for change of details recorded in the demat account?**

As per the Depository Regulations, the Company is obliged to take on record the details of demat shareholders furnished by the concerned Depository Participant. The Company cannot make any change in such records received from the Depository.

**18. Can one freeze or lock his accounts?**

Yes. One can freeze or lock his accounts for any given period of time. Accounts can be frozen for debits (preventing transfer of securities out of accounts) or for credits (preventing any movements of hindrances into accounts) or for both.

**19. Can an investor open a single account for securities owned in different ownership patterns, such as securities owned individually and securities owned jointly?**

No. The demat account must be opened in the same ownership pattern as that of securities held. Eg: If one share certificate is held in an individual's name and another is held jointly with one or more persons, in such case separate demat accounts must be opened for each holding pattern. A single demat account cannot be used to hold securities with different ownership combinations.

## NOMINATION IN RESPECT OF SHAREHOLDING

### 1. What is nomination facility and to whom is it more useful?

Section 72 of the Companies Act, 2013 provides the facility of nomination for shareholders. This facility is mainly useful for individuals holding shares in sole name. In case of joint holding of shares by individuals, nomination will be effective only in the event of death of all joint holders. Pursuant to SEBI regulations, shareholders holding securities in physical or demat form are required to either register a nomination or explicitly opt out of nomination

### 2. Who can appoint a nominee and who can be appointed as a nominee?

Individual shareholders holding the shares in single name or joint names can appoint a nominee. In case of joint holding, joint holders together have to appoint the nominee. While an individual can be appointed as a nominee, a trust, society, body corporate, partnership firm, karta of HUF or a power of attorney holder cannot be appointed as a nominee(s). Minor(s) cannot be appointed as a nominee.

### 3. How do I make a nomination with regard to my shareholding?

SEBI has mandated that either Form SH-13 (Nomination Form) or Form ISR-3 (Nomination Opt-out Form), duly complete in all respects, has to be submitted.

To make a nomination, you need to:

#### For shares held in physical form:

- ✓ Submit a duly filled in and signed Form SH-13 (Nomination Form), duly complete in all respects, which is available on the website for download, to the Company/ Registrar.
- ✓ For shares held jointly, all holders are required to sign the said Nomination Form.
- ✓ Once the form is received and is found to be in order, a registration number will be allotted to the nomination. An acknowledgement of updation of nomination in the folio will be sent to you.

#### For shares held in Dematerialised Form:

The nomination request has to be submitted to your DP. Option for multiple nominations for each folio is also available.

### 4. Do I have to send my share certificates along with the nomination form?

No. It is not required to send your share certificate at the time of registration of the nominee.

### 5. My shares are held in joint names. Are the joint holders nominees to the shares?

Joint holders are not nominees; they are joint holders of the relevant shares. In the event of death of any one of the joint holders, the surviving joint holder/s of the shares is/are the only person(s) recognized by the Company as the holders of the shares.

### 6. Can a nomination once made be revoked / changed?

A nomination once made can be revoked / changed by submitting a fresh nomination in Form No. SH-14 (Form for Cancellation or Variation of Nomination). If the nomination is made by joint holders, and one of the joint-holders dies, the surviving joint holder/s can make a fresh nomination by revoking the existing nomination.

**7. What happens to the nomination if I dematerialise/rematerialize the shares?**

The nomination gets cancelled in case you opt to dematerialise/rematerialize the shares. A fresh application for nomination will be required to be filed with your DP or the Company, as the case may be, post such dematerialisation/rematerialisation.

**8. Nomination Form is an important document like a Will. What precautions investors should take to ensure that their instruction as to transmission would be acted upon by the Company / the RTA?**

The shareholders concerned should preserve a copy of the nomination form for their record. After registering the nomination, the RTA will inform the shareholder(s) in writing of the registration of nomination.

**9. Does transmission of shares to nominees attract stamp duty?**

If the nominee elects to register himself as a shareholder, he has to intimate his decision in writing to the RTA. This being in the form of transmission of shares will not attract stamp duty.

**10. What is the legal position of the nominee in case of death of the shareholders?**

In case the shares are held by sole holder, upon the death of the shareholder, the nominee to the exclusion of any other legal heir/beneficiary, is the only person in whom the shares vest. In other words, in case of a valid nomination, the Company will not entertain any claim from legal heirs or beneficiaries and the shares will be transmitted only in favour of the Nominee.

In case the nomination is made by joint-holders, it will come into play only upon the death of all the joint holders. Therefore, if one of the joint shareholder dies, the shares will devolve on the surviving shareholders to the exclusion of the nominee.

**11. What is the procedure for the nominee to get the shares in his name?**

Upon the death of a shareholder, the nominee is entitled to have the shares transmitted in his favour. He/she is required to submit a notice in writing to this effect along with the original share certificate, attested copy of the death certificate of the deceased shareholder(s) along with attested copy of PAN Card and proof of address to the satisfaction of the RTA/ Company.

Upon scrutiny of the documents submitted by the nominee and any other document, if required, and on being satisfied about the identity of the nominee, the shares will be transmitted in his/her favour and share certificates will be returned to him/her duly endorsed.

**12. I have shares in demat form. Can I send the nomination form to the Company for making a nomination with respect to my shareholding?**

For making a nomination with respect to dematerialised shares, you will have to approach your DP.

For making a nomination in respect of physical shares, you are required to submit Form SH-13 with the RTA/Company.

### **13. What is the effect of nomination when a shareholder dies leaving a minor nominee?**

In terms of sub-section (4) of Section 72 of the Companies Act, 2013, if the Nominee is a minor, it shall be lawful for the holder of the shares to nominate in the prescribed manner any person to become entitled to shares in the event of his death during the minority of the Nominee. In case of a minor Nominee, a person is required to be named as a guardian to whom the shares shall vest in the event of death of the shareholder during minority of Nominee. On attaining majority, the Nominee is required to send a notice of his decision to either become a shareholder or to transfer the shares.

### **14. Can I nominate a person for a part of my shareholding?**

Yes

### **15. Is nomination form required to be witnessed?**

Yes, a nomination form must be witnessed.

### **16. Can a Non-Resident (NRI) nominate?**

Yes, an NRI can nominate. But a Power of Attorney holder cannot nominate on behalf of NRI.

### **17. Can an NRI be nominated?**

NRI can be a nominee on repatriable or non-repatriable basis subject to RBI's permission as applicable.

## **TRANSMISSION OF SHARES**

### **1. In case of joint holdings, in the event of death of one shareholder, how do the surviving shareholders get the shares in their names?**

The surviving shareholders are required to submit the following to get the shares transmitted:

- ✓ a request letter in Form ISR-4 (Form for Investor Service Request)
- ✓ a self-attested copy of PAN card of all surviving holders
- ✓ a notarised copy of the Death Certificate of the deceased shareholder
- ✓ original share certificates.

The Company, on receipt of the said documents, will delete the name of deceased shareholder from its Register of Members and securities pursuant to transmission, shall be credited to the demat account provided in Client Master List (CML) while processing transmission as per SEBI Master Circular dated June 23, 2025.

2. If a shareholder who held shares in his sole name dies without leaving a will, how can his legal heir/s get the shares transmitted in their names?

Sr No	Documents	Nomination registered	Nomination not registered	
			Value upto Rs. 5 Lakhs per listed Entity	Value exceeds Rs. 5 Lakhs per Listed Entity
1	ISR 5 (Annexure C)	Required	Required	Required
2	Death Certificate	Required	Required	Required
3	Self-attested copy of PAN	Required	Required	Required
4	Copy of birth certificate (if nominee/claimant is minor)	Required	Required	Required
5	KYC of the Claimant Guardian (if nominee/claimant is minor/of unsound mind)	Required	Required	Required
6	Original security certificate(s)	Required	Required	Required
7	Affidavit (Annexure D)	NA	Required	Required
8	Succession/probate of will/will/LOA/Court Decree/Legal Heirship Certificate	NA	Optional	Required
9	Indemnity bond (Annexure E)	NA	1.Required if will/legal heirship certificate is submitted 2. Required if documents in point 8 above are not submitted	Required if will/legal heirship certificate is submitted
10	NOC (Annexure F)	NA	1. Required if legal heirship certificate is submitted. 2. Required if documents in point 8 above are not submitted	Required if legal heirship certificate is submitted

3. If the deceased family member who held shares in his/her sole name leaves a Will, how do the legal heir/s get the shares transmitted in their names?

The legal heirs are required to get the Will probated by the High Court/District Court of competent jurisdiction and then send the RTA, a probated copy of the Will. This should be accompanied by a relevant schedule/ annexure setting out the details of the shares, the relevant share certificates in original, the transmission form for transmission, attested PAN card and address proofs of all the claimants.

In such cases where the value of shares is below ₹2 lakhs may be processed based on Pedhinama prepare by family and the same duly attested by the Local Tehsildar without insisting on a Succession Certificate.

4. I have already produced the attested/registered Will. Since getting it probated would take a long time and money, is it possible to avoid that procedure?

In order to ascertain that the Will in question is the last Will and testament made by the deceased, it is important that the same is authenticated/probated by the Court. This is to protect the interest of the investors at large and to obviate any future claims/disputes on the same.

5. The name of a joint holder was included only for convenience by the first holder. I am the only legal heir. Could you transfer the shares in my name as per the will/probate?

As per law, the joint holder is deemed to be having indivisible ownership of the joint property and the Company cannot ascertain as to how or why the name was included. As per the Articles of Association of the Company, the surviving joint holders are the only persons recognised as having title to the shares.

6. Can I request to transmit part of the shares held under a folio?

Transmission will be given effect in the manner and in accordance with the Will, Probate / Order issued by the Court.

7. What happens in case the legal heir(s) cannot trace the share certificate(s)?

In case the legal heir(s) cannot trace the share certificate, he/she /they may apply to the Company/ Registrar for issuance of duplicate share certificate(s) along with request for transmission of shares. In addition to submission of documents prescribed for transmission of share(s), legal heir(s) is required to follow the procedure for issue of duplicate share certificate(s).

8. Is stamp duty payable on transmission of shares?

No, stamp duty is not required to be paid for transmission of shares.

9. What is the procedure for transmission of shares that are held in electronic form?

Kindly Contact your DP for the same.

## CHANGE OF ADDRESS

1. If the shares are in physical form, what is the procedure for change of address?

In case you are holding share in physical form,

A duly filled request Form ISR-1 signed by the shareholder (first named shareholder in case of joint-holders) giving the details required in the said Form along with the necessary documents as stated in the Form, for updating the KYC details. The Form is available on website of the RTA and Company.

Only on receipt of the above documents and on our satisfying that the same are in order, RTA will record the change of address and send you a confirmation. Please note that until then communications will continue to be mailed to you at your old address.

**2. If the shares are demat mode, what is the procedure for change of address?**

For any change in address, please contact your DP, as they maintain records of your dematerialised shares.

**3. Can there be multiple addresses for a single folio?**

No. There can be only one registered address for one folio.

**4. Can joint holders other than the first holder request for change of address?**

No. The request letter for updation of records should be signed by all the shareholders.

**5. Can my Power of Attorney (POA) holder submit an application to effect a change in my address?**

Yes, if the POA has been registered with the Company/its Registrar and if such POA contains a provision authorizing the constituted Attorney to instruct companies to record change in your address. In case the POA has not been registered, POA holder is required to submit a certified true copy of the POA along with his application for effecting change in your address.

## INVESTOR EDUCATION AND PROTECTION FUND (IEPF)

**1. Whether e-Form is to be filled online?**

Yes. Forms filled in physical mode are summarily rejected.

**2. What are the documents required to be submitted with IEPF -5?**

Documents which are required to be submitted are enumerated in the form and help kit, such as:

- ✓ Copy of acknowledgement generated on online submission of e-Form IEPF – 5 bearing a unique serial number (SRN),
- ✓ Indemnity Bond (original) with claimant signature,
- ✓ Advance Stamped receipt (original) with revenue stamp and signature of claimant and witnesses,
- ✓ Original matured deposit / debenture / share certificate (in case of securities held in physical form) or copy of transaction statement in case of securities held in Demat Form,
- ✓ Self-attested copy of Aadhaar Card,
- ✓ Proof of entitlement (certificate of share/Interest warrant Application No. etc.),
- ✓ Cancelled Cheque leaf, 8. Copy of Passport, OCI and PIO card in case of foreigners and NRI.

### 3. What are the formats for indemnity bond?

The formats for indemnity bond are available once the IEPF 5 form submitted format of the same is generated.

### 4. What is the value to be filled in the number of shares and amount in the advance receipt and indemnity bond?

The number of shares and amount should be same as that filled in form IEPF -5. These values can be ascertained based on the available documents with the claimant or verified from the company. However, mismatch in number of shares or in amount is not a ground for rejection of the claim. The authority shall process the claim based on the verification report received from the company and the same shall be verified from the data available with the authority.

### 5. What is the required value of the stamp paper for the indemnity bond?

In case of refund of dividend amount of Rs. 10,000 or more and/or market value of shares, non-judicial stamp paper of appropriate value as prescribed under Stamp Act according to state is required. For claim of only amount of Rs. 10,000 or less, indemnity bond can be executed on a plain paper.

### 6. What are the required KYC documents?

In case of Indian Citizen - to prove the identity of the claimant self-certified copy of Pan Card and Aadhar Card are required to be submitted.

In case of NRI – to prove the identity of the claimant, self-attested copy of Passport or self-attested copy of Overseas Indian Card (OIC) issued by MHA along with any of the documents available with him. In case of foreigners, instead of Aadhar Card, copy of Passport or PIO Card duly apostatized as per Hague Convention.

### 7. In case of non-availability of Aadhar Card, what other documents can be submitted as proof of identity?

In case of non-availability of Aadhar Card for super senior citizens or some specific states, other ID Proofs issued by government clearly mentioning the address of the claimant needs to be submitted.

### 8. Is original Share/Deposit/Bond/Debenture certificate required to be submitted?

Yes, original certificate is required to be submitted. In case of loss of original, procedure for duplicate needs to be completed with the company including submission of FIR, Newspaper Advertisement in English and Vernacular Language, Indemnity cum Surety bond etc. as per SEBI Guidelines. A copy of such procedural documents shall be provided by the company to IEPF Authority along with its verification report.

### 9. What happens if the name on original certificates is not matching with the PAN or address on the Proof of Identity is not matching with company' records?

In such case as per SEBI Guidelines, an affidavit explaining the above deviation needs to be submitted. In case of mismatch in name, proof of name as on share certificate or change of name viz. marriage certificate, gazette notification etc. needs to be submitted. In case of mismatch in address, new address needs to be updated with the company.

**10. What information is required to be filled in at point 3 & 4 of the eform IEPF 5, such as details of shares claimed, Folio No., DP/ID client ID/Account No., category, kind of shares, number of shares; details of amount claimed, dividend amount, application money due for refund, matured deposits etc.**

The claimant may fill the information as per the records available with him. However it may be endeavoured that for one company, all folios against which refund of share need to be claimed are filled in the same form. Similarly, dividend and other amount may be mentioned for all the years. The company shall ensure to recommend refund of all the shares and amount for which the claimant is entitled together at once.

**11. Why are CML and cancelled Original Cheque leaf required?**

CML and cancelled Original Cheque leaf are required to verify the DEMAT and Bank Account in which transfer is to be made. In case, Cheque leaf doesn't have Name, Bank and Branch Name, IFSC Code etc. printed on it, copy of passbook, duly attested by the Bank can be submitted.

**12. What are the documentary requirements in case claimant is a legal heir?**

**(i) In case of legal heir** - the claimant is required to register transmission with the company by providing requisite documents as per SEBI Guidelines. According to SEBI Guidelines for registering transmission, company may require copy of death certificate, Affidavit from legal heirs, Indemnity Bond, Succession Certificate or probate of will or letter of administration etc. for share with market value greater than 2 lacs, NOC from other legal heirs and relinquishment deed in favour of claimant etc;

**(ii) In case of death of any of the holder in joint holding of securities, but not covered in the family hierarchy** – the claimant is required to get the name of the deceased holder of security deleted from the register of the members/other records, if any, in the company immediately after the death of a joint security holder before filing claim application. The claimant is also required to obtain NoC from other holders of securities, if any, and submit the same alongwith claim application. SEBI Guidelines may also be seen before filing claim application. Company is required to issue entitlement letter under rule 7(9) of IEPF Rules 2016 in favour of claimant and send it along with copy of documents submitted by claimant with its verification report.

**13. What is the overall IEPF claim process?**

Step-wise process:

- ✓ Search unclaimed shares/dividends on IEPFA website
- ✓ Obtain details / entitlement confirmation from company or RTA
- ✓ File e-Form IEPF-5 online (MCA portal)
- ✓ Send signed form and documents to company's IEPF Nodal Officer
- ✓ Company verifies and forwards claim to IEPFA
- ✓ IEPFA processes and approves refund / transfer of shares

The official IEPFA call centre/helpline number is "14453". any claimant or investor who wishes to contact IEPFA for queries in respect to the claim field with IEPFA.

**14. Who is the Nodal officer of the Company/ Who is the nodal officer/deputy Nodal officer for the purpose of IEPF?**

Mr. Sandeep Deshmukh-Nodal officer

Mr. Urvil Desai-Deputy Nodal officer

Uniphos House, C.D. Marg, 11th Road, Madhu Park, Khar (West), Mumbai – 400 052

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## DIVIDEND

**1. I have not received my dividend. What action do I take?**

This may happen only in case, if the bank mandate is not updated or the folio is not KYC Compliant.

You may please write to the RTA furnishing the particulars of the dividend not received and also quoting your folio number along with cancelled cheque leaf and self-attested PAN Card copy. In case of shares held in demat, client master list (CML) along with request letter need to be submitted to RTA. We will check our records and will credit the dividend amount to the registered bank account if the dividend remains unpaid in the records of the Company.

**2. What is the procedure for obtaining a fresh dividend warrant / demand draft in place of expired dividend warrant / demand draft?**

Once the validity period has expired, you can write to the RTA by furnishing details of unclaimed dividend warrants/drafts. If the dividend amount is still shown as unclaimed in our Bank Statement, we will make a payment made through electronic channels such as RTGS/NEFT, as per SEBI circular no. SEBI/HO/MIRSD/DOP1/CIR/P/2018/73 dated April, 20, 2018.

**3. Can I claim old dividends relating to past years that I have not received?**

Yes, upon updation of complete bank details with RTA, all past payments for that folio will be made through electronic mode only.

To ensure maximum disbursement of unclaimed dividend, the Company sends reminders to the concerned investors at the latest available address, the shareholder concerned regarding transfer of shares three months before the due date of transfer of shares and also simultaneously publish a notice in the leading newspaper in English and regional language having wide circulation informing the concerned that the names of such shareholders and their folio number or DP ID - Client ID are available on their website duly mentioning the website address before transfer of dividend to IEPF.

#### 4. In order to protect against fraudulent encashment, I want to incorporate the details of my bank account in my dividend warrant. What is the procedure that I should follow?

If you hold shares in physical form, the following are the documents required for change in / updation of bank details:

- ✓ Form ISR-1, duly signed by the shareholder(s);
- ✓ Copy of the bank statement with details of bank name, branch, account number and IFS Code duly attested by Bank Manager or Original cancelled cheque with the name of the first security holder duly printed on the cheque leaf; and
- ✓ Self-attested PAN card copy of the holder (only if not already available in the folio)

However, all payments either in the form of dividend or otherwise shall be through Electronic Mode only and no physical warrants or cheques or drafts would be issued towards dividends, interest, redemption or repayment amounts.

in case of non-updation of PAN and Contact Details including Mobile Number, Bank Account Details and Specimen Signature, listed companies shall send an intimation to the security holder that such payment is due and shall be made electronically upon furnishing PAN and Contact Details including Mobile Number, Bank Account Details and Specimen Signature. Meanwhile, such unpaid dividend shall be kept by the listed companies in the Unpaid Dividend Account in terms of the Companies Act, 2013.

However, if you hold the shares in demat form, these details will have to be provided to the Depository Participant with whom you have a demat account.

#### 5. Where can the status of unclaimed dividends be verified?

The Company has uploaded the details of unclaimed dividend on the website of the Company i.e. [www.upl-ltd.com](http://www.upl-ltd.com), which can be accessed by the shareholders by entering the folio no./DP ID Client ID.

## LOSS OF SHARE CERTIFICATES (ISSUE OF DUPLICATE SHARE CERTIFICATES)

#### 1. I have lost/misplaced my share certificates, what are the steps that I should take to obtain duplicate share certificates? What is the procedure to obtain duplicate share certificate(s)?

Please inform our RTA immediately, about the loss of share certificates along with First Information Report ("FIR") filed with police. Kindly ensure that your folio number and details of share certificates are reflected in the FIR and in your correspondence with the RTA. RTA shall immediately mark a caution on your folio to prevent any further transfer of shares covered by the lost share certificates.

Upon receipt of intimation about loss of certificates, the RTA will revert with the required formalities to be complied with for completing the process.

#### 2. I have lost my original share certificate along with original share transfer form. How should I proceed to obtain duplicate share certificates and transfer the shares in my name?

From April 01, 2019, the transfer of shares held in physical form can be effected only after the shares are dematerialised. And shares can be de-materialized in the name of the holder and not in the name of unregistered buyer; or

Case 1: If the transferor is traceable, transferee may contact him and get the securities transferred through demat.

Case 2: if the transferor is not traceable, then transferee may like to approach the appropriate authority (Court of law) for establishing claim to title of the securities.

### **3. What action should I take if I retrieve the original share certificate, which I had reported to the Company as lost?**

In case, a duplicate share certificate has been issued, you are required to immediately surrender the original share certificate to the RTA.

In case the original share certificates are found before issuance duplicate share certificates, please inform the RTA immediately so that RTA can remove the caution note marked against the folio immediately.

### **4. What is the procedure for replacement of share certificate(s) in lieu of torn, defaced or mutilated share certificate(s)?**

Please submit your application in writing to the Company/ RTA as ISR4 duly signed by all the shareholders, requesting for replacement of share certificate(s), enclosing therein the torn, defaced or mutilated share certificate(s).

## **GREEN INITIATIVE**

### **1. 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, the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 allow 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.

### **2. How do I register for e-communication?**

Register your email id with the RTA (in case of physical shares) and your DP (in case of demat shares) for e-communication.

## MISCELLANEOUS

1. I wish to split/consolidate my share certificates into marketable lots. What is the procedure that I should follow?

Forward your original share certificates along with a request letter signed by all the registered shareholder/s to the RTA.

2. I hold more than one folio in the same name. Can I consolidate these folios?

Yes. The folios with identical name and/or in the same order of identical names (in case of joint-holding) bearing the same address can be consolidated as one. For consolidating your folios, forward the original share certificate relating to those folios which you wish to merge along with a request letter duly signed by all the registered holders to the RTA and we will return the share certificates by endorsing the consolidated folio number.

3. In the year 2005, the Company had sub-divided face value of the shares from Rs.10 to Rs.2. However, I still hold share certificates of face value Rs.10. How do I exchange them with new share certificates of face value Rs.2?

Please forward your old original share certificates to the RTA along with a request letter signed by the registered shareholder(s) and we shall issue new share certificates to you, post completion of formalities.

4. I want to authorise another person to deal with my shares. Do I have to report this to the Company?

Yes. You will have to execute a Power of Attorney in favour of the concerned person and submit a notarised copy of the same to the RTA for registration. After scrutiny of the documents, we shall register the Power of Attorney and provide you with the registration number of the same.

5. Why do I register my Permanent Account Number (PAN)?

Registration of PAN details will safeguard the interests of the investors. PAN is a unique checkpoint to ascertain the genuineness of the request of the shareholders.

## UNCLAIMED SECURITIES

6. My securities have been transferred to unclaimed suspense account. Do I get these securities in physical form when I claim?

No. SEBI Master Circular dated June 23, 2025 has mandated that securities that have been transferred to unclaimed suspense account shall be claimed only in demat mode.

## BONUS/RIGHTS ISSUE

7. With effect from May 23, 2023, SEBI has mandated allotment of shares in a bonus issue only in the dematerialized form. In view of the same, in case of an investor holding shares in physical form, the listed company shall send intimation to the investor to provide the details of demat account which should be in the same name(s) / order of names as in the physical holding along with ISR-4 Form and Client Master List of DP for crediting the shares to the said demat account. I hold shares of a Company in physical form. Will I be eligible for receiving Rights Entitlement of the Company in physical form as and when the Company declares Rights issue?

With effect from December 26, 2019, SEBI has mandated that the Rights Entitlement shall be given by the Company/RTA in demat form only. Therefore, if you hold shares of a Company in physical form, you should provide your demat account details to the Registrar or the Company in order to get the Right Entitlements in your demat account. Only after receipt of Rights Entitlements in your demat account, you can make an application for purchase of Rights shares.

If demat account details are not provided by an investor holding equity shares in physical form to the Registrar or to the listed company, Rights Entitlement of such shareholders will get extinguished after the closure of the Rights Issue Period.

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