



HDFC BANK LIMITED
SHAREHOLDER'S - FAQ'S

1. DEMATERIALIZATION OF SHARES

1. What is Dematerialization?

The process of converting securities (i.e. shares, bonds etc.) held in physical form into electronic form is known as dematerialization. Under this process securities held by an investor in physical form are converted to an equal number of securities in electronic form and credited into the investor's demat account maintained by him with his Depository Participant (DP).

2. What are the advantages of holding securities in dematerialized form?

The advantages of holding securities in dematerialized form are as following:

- Convenient mode of holding securities, especially in case you are holding shares of many Companies.
- Immediate transfer of securities
- Elimination of risks such as bad delivery, fake securities etc.
- Reduction in paper work & transaction cost
- Saving of time – change in address / bank account particulars etc. recorded with DP gets registered electronically with all companies in which the investor holds securities
- Facilitates direct credit of shares in case of allotment under IPO, Rights, Bonus, Split etc.

In view of the advantages of holding shares in dematerialized form, shareholders holding shares in physical form are requested to kindly consider dematerializing the same at the earliest.

3. Why should I demat shares of HDFC Bank Limited {“the Bank”}? Is dematerialization compulsory for trading in Bank's shares?

Dematerialization of shares is optional and an investor can still hold shares in the physical form. However, SEBI has made it compulsory for all investors to settle their trades in the shares only in electronic form. Hence, shareholders intending to trade in the Bank's shares are required to hold the same in electronic form.

4. How can I dematerialize my share certificate(s)?

Procedure for dematerialization of shares is provided here under:

- Open a Beneficiary Account with a Depository Participant (DP) registered with SEBI and with any one of the Depositories i.e., NSDL or CDSL.
- Submit the Dematerialization Request Form (DRF) (in triplicate) to your DP duly filled in and signed, along with share certificate(s) in original and other requisite documents.
- Obtain an acknowledgement from your DP.
- On receipt of aforesaid DRF and shares, the DP will send electronic request through the Depository to the Registrar; for confirmation of demat. Each request will bear a Dematerialization Request Number (DRN)
- Simultaneously, DP will send the physical certificate(s) with the original DRF to the RTA for verification and confirmation
- After verifying the documents received from the DP, the RTA will confirm the demat request received from 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 dematerialized shares

The DP will then hold the shares in the dematerialized form on your behalf and you become the beneficial owner of these dematerialized shares.

NOTE: Therefore, under no circumstances should you submit your DRF and the share certificate(s) directly to the Bank.

5. Can shares held jointly in physical form be dematerialized, 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.

6. Can I do Demat cum deletion of name?

Yes, you can. Kindly contact your DP for more information.

7. What do I do in case the request for dematerialization of my shares submitted to the DP is rejected?

The RTA may reject your request for dematerialization of shares received by it from the DP in case your details viz, signature name, address etc. does not match with the records of the Bank.

For further information you may contact our RTA.

8. Are shareholders holding shares in dematerialized form, eligible to receive Annual Report and attend General Meetings?

Yes, shareholder holding shares in dematerialized form are entitled to receive dividend, notices, annual report, attend general meeting, participate and vote thereat to the extent of their shareholding.

9. Whom should I inform change in my address, bank account details etc. in respect of shares held in demat form?

All request/ communication regarding change in address, bank account details, NECS mandate, registration of nomination etc. should be addressed to your DP directly.

Since dividend, bonus and other corporate benefits are declared / issued by the Bank, you need to contact the RTA, quoting your beneficiary account number (i.e. Client ID) and DP ID.

10. What are the charges to be paid to demat one's physical shares? Will it be paid by the Bank 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. Can I pledge my shares in demat form to avail any funding/ loan arrangement with my

Yes, dematerialized shares can be pledged for the purpose of availing of any loan/ credit facility or collateral arrangement with banks/ financial institutions

2. CHANGE IN ADDRESS/ OTHER PERSONAL DETAILS

1. How can I update my PAN, KYC details, Contact details, Bank details, Signature and Nomination?

SEBI has, vide Circular No. SEBI/HO/ MIRSD/ MIRSD-PoD-1/P/CIR/2023/37 dated March 16, 2023, prescribed certain mandatory provisions with regards to furnishing of PAN, contact details (postal address, mobile number and E-mail), bank details, nomination and signatures by holders of physical securities.

Shareholder(s) are requested to furnish above details immediately to the Bank/ Registrar and Share Transfer Agent (RTA) in the forms as detailed below or get all your securities dematerialized:

Form ISR-1	For registering PAN, KYC Details, Contact details, Bank A/c details	Enclose self-attested PAN Card, any Proof of address as mentioned in the form, Cancelled Cheque
Form ISR-2	For Confirmation of Signature	To be attested by the Bank manager
Form SH-13	For registering Nomination	Either of the form to be submitted
Form ISR-3	For opting out of Nomination	

Pursuant to the aforesaid SEBI Circular, in the event any one of the said document / details are not available on or after October 1, 2023, physical folios would freeze and shareholder(s) will not be able to deal in the securities in any manner nor receive any benefits such as dividend, interest or redemption payment. Further, after December 31, 2025, the securities would be referred to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002.

To avoid freezing of folio, shareholder(s) are also requested to ensure that your PAN is linked to Aadhaar as may be specified by the Central Board of Direct Taxes.

2. 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 / RTA, and if such POA contains a provision authorizing him to instruct companies to record change in your address. In case the POA has not been registered, POA holder is required to submit a notarized copy of the POA along with his application for effecting change in your address.

3. Can there be multiple addresses for single folio?

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

3. TRANSMISSION OF SECURITIES

1. What is transmission of securities?

Transmission is the process by which securities of a deceased account holder are transmitted to the account of the surviving joint holder (s) / nominee / legal heirs of the deceased shareholder. For physical securities, the surviving joint holder (s) / nominee / legal heir has to correspond independently with each issuer company / RTA in which securities are held for effecting transmission.

2. Is transmission of securities allowed in physical mode?

SEBI's Master Circular for RTAs SEBI/HO/MIRSD/POD-1/P/CIR/2023/70 dated May 17, 2023 has mandated that securities pursuant to transmission shall be issued in demat mode only.

3. What is the procedure for transmission in case of securities held jointly and either of the holders has passed away?

In the event of death of one of the joint holders, the securities will be transmitted to the surviving holder (s) on submission of following documents:

- a. Duly signed transmission request form ISR – 5 by the surviving holder(s) along with KYC details/documents
- b. Original death certificate or copy of death certificate attested by the surviving holder(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;
- c. Original share certificate of Re.1 face value
- d. Self-attested copy of PAN of the surviving holder(s) issued by the Income Tax Department and the address proof of the surviving holder(s).

4. What is the procedure of transmission of securities to the Nominee in case of death of sole / all holders in the folio?

In case of the death of the sole / all holders, the Nominee has to submit the following documents:

- a. Duly signed transmission request form by the nominee along with KYC
- b. details/documents;
- c. Original death certificate or copy of death certificate attested by the nominee subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;
- d. Self-attested copy of PAN of the nominee
- e. Original share certificate of Re.1 face value.

5. What is the procedure of transmission of securities in the event of death of the sole/all holders where no nomination has been made in the folio?

A. Where the value of securities to be transmitted is more than rupees five lakhs in case of securities held in physical mode, as on date of submission of complete documentation, the securities would be transmitted to the legal heir(s)/claimant(s) on submission of the following documents:

1. Duly signed transmission request form ISR-5 by the legal heir(s)/claimant(s);
2. Original share certificate of Re.1 face value
3. Original death certificate or copy of death certificate attested by the legal heir(s)/claimant(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;
4. Self-attested copy of the PAN card of the legal heir(s)/claimant(s), issued by the Income Tax Department along with proof of address

5. A notarized affidavit from all legal heir(s)/claimant(s) made on non-judicial stamp paper of appropriate value, to the effect of identification and claim of legal ownership to the securities.

However, in case the legal heir(s)/claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letters of Administration as may be applicable in terms of Indian Succession Act, 1925 (39 of 1925) or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, an affidavit from such legal heir(s)/claimant(s) alone shall be sufficient;

6. Copy of Succession Certificate or Probate of Will or Will or Letters of Administration or Court Decree as may be applicable in terms of Indian Succession Act, 1925 (39 of 1925) or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, 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:
- In cases where a copy of Will is submitted, the same shall be accompanied with documents as stated in point no. 1 to 5 above and a notarized indemnity bond from the legal heir(s) /claimant(s) to whom the securities are to be transmitted, in the format specified.
 - In cases where a copy of Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall be accompanied with documents as stated in points 1 to 5 above and
 - a notarized indemnity bond from the legal heir(s) /claimant(s) to whom the securities are to be transmitted, in the format specified.
 - No Objection from all non-claimants, stating that they have relinquished their rights to the claim for transmission of securities; in the format specified.
- B. Where the value of securities to be transmitted is upto rupees five lakhs in case of securities held in physical mode, as on date of submission of complete documents, the securities would be transmitted to the legal heir(s)/claimant(s) on submission of the documents mentioned in point no.1 to 6 above in 5 A.

However, with respect to point 6, in the absence of Succession Certificate or Probate of Will or Will etc. the legal heir(s) /claimant(s) may submit the following documents:

- i. a notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Bank;
- ii. no objection certificate from all legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all the legal heirs, duly attested by a notary public or by a gazetted officer.

5. NOMINATION FACILITY

1. What is nomination facility?

This facility is mainly useful for individuals holding shares in sole name. In the case of joint holding of shares by individuals, nomination will be effective only in the event of death of all joint holders. Nomination refers to the act of nominating a person in whom the shares would vest in the event of unfortunate death of the nominator (shareholder).

2. What are its advantages?

Notwithstanding anything contained in any other law or any testamentary deposition or otherwise, in respect of the shares, where a nomination has been made in accordance with the provisions of Companies Act, 2013 or any modifications thereof, on the death of the shareholder, (or in case of joint holdings, on the death of all the joint holders), the Nominee shall become entitled to the rights in relation to such shares held by the deceased shareholder(s), to the exclusion of all other persons unless the nomination is revoked.

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

The procedure for making nomination with regard to shareholding in physical form is as follows:

1. Submit the Nomination Form ([SH-13](#)) in duplicate, duly filled and signed by all the shareholders.
2. However, if the shareholder(s) hold(s) shares in more than one folio; but in different order of names or hold in joint names in more than one folio in different combination of names, then they can appoint different nominees under each folio.
3. On receipt of the request for registration of nomination, RTA will register the same
4. A Confirmation regarding nomination updation is sent to the shareholder.
5. In case of dematerialised shares, your nomination has to be recorded with your Depository Participant.

4. Do I have to send the share certificate(s) along with the nomination form?

No

5. Can a nomination made be changed? What is the effect of nomination upon transfer of shares?

Yes. A nomination once made can be revoked by making a fresh nomination under [Form SH-14](#). In case joint shareholders have made a nomination, and one of them expires, the surviving shareholder(s) can make a fresh nomination. Further, upon transfer of shares, the nomination stands automatically rescinded.

6. What is the procedure for transfer of shares in favor of the Nominee?

The procedure for transfer of shares in favor of the Nominee is as follows:

Upon death of the shareholder or the joint holders, as the case may be, the Nominee would be required to furnish the following documents in addition to any other documents as may be required by the RTA for the purposes of identification.

1. Request letter from nominee.
2. Certified true copy of death certificate of the shareholder(s).
3. Proof of date of birth of the Nominee, in case the Nominee is a minor.
4. The original share certificate(s).
5. Self-attested copy of PAN card and address proof of nominee.

7. What is the effect on the nomination in the event of death of one of the joint holder?

In the event of death of one of the joint holders, the shares will devolve on the surviving shareholders to the exclusion of the nominee. In this case, the surviving shareholders may make a fresh nomination if they so desire.

8. 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.

9. Can I nominate a person for a part of my shareholding?

No. The nomination should be made for the entire shareholding under a folio.

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

Individual shareholders holding shares in single name or joint names can appoint a nominee. In case of joint holding, joint holders together have to appoint the nominee. An individual having capacity to contract only can be appointed as a nominee. Minor(s) can, however, be appointed as a nominee.

11. Can a nomination once made be revoked / varied?

It is possible to revoke / vary a nomination once made by submitting a duly executed Form SH – 14 with the Company. If nomination is made by joint holders, and one of the joint holders dies, the remaining joint holder(s) can make a fresh nomination by revoking the existing nomination.

12. Are the joint holders deemed to be nominees to the shares?

Joint holders are not nominees; they are joint holders of the relevant shares having joint rights on the same. 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 under law as holder(s) of the shares. Surviving joint holder(s) may appoint a nominee.

13. Is nomination form required to be witnessed?

A nomination form must be witnessed.

14. Can a Non-Resident (NRI) nominate?

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

15. Can a NRI be nominated?

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

Note: In case you hold shares in demat form please contact to your DP for further information.

6. PAYMENT OF DIVIDEND

1. What action can a shareholder take in case he/she has not received his/her dividend?

For shares held in Physical form:

You may please write to the RTA furnishing a request letter quoting your Folio number. They will check the records and inform you accordingly.

Note : In terms of Securities and Exchange Board of India (SEBI), circular dated November 03, 2021 (subsequently amended by circulars dated December 14, 2021, March 16, 2023, November 17, 2023 and June 2024), security holders (holding securities in physical form) whose folios do not have certain details like PAN or Contact Details or Mobile Number or Bank Account Details or Specimen Signature updated, then dividend shall be paid only through electronic mode to such security-holders, with effect from April 01, 2024 upon furnishing all the aforesaid details in entirety. Payment of dividend will be processed even if 'choice of nomination' is not submitted however, in your own interest we request you to provide the same for ensuring smooth transmission of securities.

For shares held in electronic form:

You may please write to the RTA furnishing a request letter quoting your demat account number along with latest updated client master list (CML). They will check the records and will credit the dividend amount to the registered bank account if the dividend remains unpaid in the records of the Bank.

2. Can one claim dividends relating to past years that have not been received by them?

As per the Companies Act 2013, the Company maintains all unpaid/unclaimed dividends for the past seven years. If you have not received any of these dividends, you may send a letter or email to our RTA with relevant particulars like folio number, concerned dividend, etc., and the Bank shall arrange to pay the dividend if it remains unpaid in Banks records.

In case the dividend pertains to periods earlier than 7 years, these cannot be claimed from the Bank as they would have been already transferred to the Investor Education and Protection Fund (IEPF). The unclaimed dividend transferred to IEPF can be claimed from IEPF Authority through filing of Form IEPF-5.

7. UNCLAIMED / UNPAID DIVIDEND

1. What are the Statutory provisions governing unclaimed dividend?

As per provision of sub section (1) of section 125 of the Companies Act, 2013 and the Rules made thereunder, the Bank is required to transfer Unpaid Dividend amount remained unclaimed and unpaid for a period of 7 years from the due date(s) to the Investor Education and Protection Fund (IEPF) set up by the Central Government. The Company sends a communication to the concerned shareholders well in advance, advising them to lodge their claim with respect to unclaimed dividend in the year in which the dividend is due for transfer to IEPF. Investors are requested to note that they can claim dividend transferred to IEPF Authority in accordance with the provisions of Section 125 of the Companies Act, 2013.

2. Where do I get information about my unclaimed dividends?

Shareholders can view the status of their unclaimed dividends, under the tab “Unclaimed Dividend Details” on the following link- <https://www.hdfcbank.com/personal/about-us/corporate-governance/shareholders-information-and-helpdesk/details-of-unclaimed-dividend>

The portal contains the requisite information relating to name of the shareholder, address, unclaimed dividend amounts, the date of transfer to Investor Education & Protection Fund (IEPF) etc. The dates on which dividends will be transferred to the IEPF have been indicated in the latest Annual Report of the Bank, in the Corporate Governance Section.

For any query related to the portal access issues, please contact the Bank’s Secretarial team at shareholder.grievances@hdfcbank.com for assistance.

8. LOSS OF SHARE CERTIFICATES/ ISSUE OF DUPLICATE SHARE CERTIFICATE

1. In case of loss of share certificates, what steps one should take to obtain duplicate share certificates?

Immediately on being aware of the loss /misplacement of your share certificate(s), Kindly follow the Procedure mentioned below:

- Send a request letter to RTA immediately about loss of share certificates quoting your folio number and details of share certificates, if available.
- The RTA will immediately mark a caution on your folio to prevent any further transfer of shares covered by the lost share certificates. Simultaneously, you will have to lodge a complaint with the police regarding loss of share certificates.
- On receipt of your request, the RTA will send you the procedure to be complied with for obtaining duplicate share certificates.

2. What should I do in case I find the original share certificate(s) reported as lost/ misplaced?

Please surrender the original share certificate to RTA immediately, if the duplicate share certificates have already been issued. However, if the original share certificates are found before the procedure for issuance of duplicate share certificate has been completed; please inform the RTA so that the caution can be immediately released from your folio.

3. 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 Secretarial team of the Bank / RTA, duly signed by all the shareholders, requesting for replacement of share certificate(s), enclosing therein the torn, defaced or mutilated share certificate(s).

**9. MERGER OF ERSTWHILE HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED
("HDFC Ltd.") WITH HDFC BANK LIMITED (HDFC Bank)**

1. What was the ratio at which shares were allotted under the Merger Scheme?

Post the effective date of amalgamation of HDFC Ltd. with and into HDFC Bank i.e. July 1, 2023, shareholders were allotted corresponding equity shares of Re. 1/- each of HDFC Bank (New Equity Shares) in accordance with the share exchange ratio i.e. 42 equity shares (credited as fully paid up) of face value of Re. 1 (Rupee One) each of HDFC Bank for every 25 fully paid-up equity shares of face value of Rs. 2 (Rupees Two) of HDFC Ltd.

2. I was holding physical share certificate of HDFC Ltd. however I have not received the share certificate of HDFC Bank. What is the procedure to obtain shares of HDFC Bank.

Please note that as per the scheme, for the shareholders holding shares of HDFC Limited in physical mode the shares of HDFC Bank would be allotted only in dematerialized mode to an escrow demat account.

Accordingly, the said New Equity Shares have been transferred into an escrow demat account opened by the Bank which would be credited to your demat account on submission of below mentioned documents to Datamatics Business Solutions Limited, Registrar and Share Transfer Agent (RTA) of the Bank.

1. A request letter duly signed by all the shareholder(s) as per the specimen signature(s) recorded with us.
2. Self-attested copy of the Client Master List (not more than 3 months old). This need to be obtained from your Depository Participant, where you are maintaining your demat account with Active Status. To enable us to make future as well as outstanding dividend payment if any to you kindly ensure that the Bank details on the Client master List is properly updated with respect to your MICR code and the IFSC code of your Bank where you are maintaining your active Bank account. Your contact details, mobile no. and email address may also please be updated on it.
3. Self-attested copy of valid PAN card(s) of all the holder(s). (PAN shall be valid only if it is linked to Aadhaar).
4. Original share certificate/s of face value Rs.2/-each of HDFC Ltd.
5. Original cancelled Cheque leaf where you are maintaining your active Bank Account.
6. Self-attested true copy of your address proof i.e. copy of Ration Card / Passport / Land line Telephone bill.
7. Duly completed Form ISR-1, ISR-2 and ISR-4 which can also be downloaded from Datamatics Business Solutions Ltd (DBSL) website www.datamaticsbpm.com.

On receipt of the above documents and subject to its verification, eligible equity shares of Bank will be electronically transferred in your demat account. Accruals which are not encashed shall also be paid to you as per the details registered in your demat account.

We request you to contact Datamatics Business Solutions Limited, RTA of Bank, for any further clarifications.

DATAMATICS BUSINESS SOLUTIONS LIMITED
PLOT NO. A 16 & 17, PART B CROSS LANE
MIDC, ANDHERI EAST
MUMBAI – 400093
Ph. No.: 022 66712213 / 14
Email Id. hdinvestors@datamaticsbpm.com

You can open a demat account (if you do not have any) with any of the depository participants and then submit the above documents to Datamatics for dematerialisation of New Equity Shares.

You may consider visiting the nearest branch of the Bank and approach the 'Demat Helpdesk' for necessary advice and guidance for opening a demat account.

3. What happens to the fractional portion of my holding post-merger with Bank?

As per the Scheme of Amalgamation, with regard to fractional entitlements, if any, the aggregate equity shares of HDFC Bank in relation to all such fractions had been issued and allotted to the trustee Axis Trustee Services Limited, which would sell the equity shares in the market at such price within 90 days from the date of allotment and thereafter distribute the net proceeds to the respective shareholders in the same proportion of their fractional entitlements.

In this connection, we wish to inform that the fractional Shares has been sold by Axis Trustee Services Limited in the market, on October 9, 2023 and the net sale proceeds which works out to an average of Rs.1,511.49 per share to the extent of your entitlement.

In case you have not received the same, we request you to write to our RTA, Datamatics Business Solutions Ltd.