



POLICY ON DEALING WITH UNCLAIMED AMOUNT OF NON-CONVERTIBLE SECURITIES AND PROCESS TO BE FOLLOWED FOR CLAIMING OF UNCLAIMED AMOUNT BY INVESTORS

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1. PREAMBLE

Regulation 61A of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with SEBI Circular No. SEBI/HO/DDHS/DDHS-RAC1/P/CIR/2023/176 dated November 8, 2023 mandates all listed entities who have listed their Non-Convertible securities to establish a mechanism for dealing with unclaimed Non-Convertible Securities (“NCS”) and benefits accrued thereon.

This Policy sets out the procedures and responsibilities to be followed in dealing with unclaimed amounts relating to Non-Convertible securities for ensuring transparency and regulatory compliance.

2. DEFINITIONS

- i. **Securities** means Non-Convertible Securities which are listed on stock exchange.
- ii. **Unclaimed Amount** means unclaimed / unpaid maturity amount and/or unclaimed interest accrued w.r.t Non-Convertible Securities.
- iii. **RTA** means Registrar and Transfer Agents of the Bank.
- iv. **IEPF** means Investor Education and Protection Fund constituted in terms of section 125 of the Companies Act, 2013.
- v. **Security Holders** means holders of non-convertible securities issued by the Bank which are listed.

3. PROCEDURE FOR CLAIMING UNCLAIMED AMOUNT ON NCS

Unclaimed Non-Convertible Securities (“NCS”) and benefits accrued thereon, which has not been claimed within thirty days from the due date of payment shall be transferred to an escrow account within seven days from the date of expiry of said period of thirty days. (Unclaimed amount hereby refers to unpaid interest/dividend/redemption amount).

Any investor or his/her legal heir/ successor/ nominee claiming to be entitled to any unclaimed amount lying with the Bank in escrow account may apply to the Bank or to the Bank's Registrar and Transfer Agent for payment of such amount, in the format and manner as prescribed below.

Investors should claim the unclaimed amount, within seven (7) years from the date of maturity of NCS to which it relates. Post completion of seven (7) years, the unclaimed amount shall be transferred to IEPF.

3.1 In case claim is made by investor himself/ herself:

Investors may send a request letter (by e-mail or hardcopy) (**Annexure A**) to the Bank or to the Bank's RTA, on the contact details mentioned in the Policy, requesting them to release the unclaimed amount by mentioning the Folio number/ Client ID & DP-ID and the period for which the same has not been received/ claimed by attaching the following documents to enable Bank / RTA to verify and thereafter release the entitled amount, as applicable:

- Self-attested copy of PAN;
- Self-attested copy of Address Proof;
- Certified copy of the updated Client Master List (CML) with revised/correct bank details
- Cancelled Cheque from the same bank account which is getting reflected in the revised CML
- Self-attested copy of Passport/OCI card/ PIO card (for Foreigners/NRI)*

**In case of institution/Body Corporates provide copy of Board Resolution and list of authorized signatories.*

3.2 In case claim is made by the legal heir(s), where the securities are held in single name without nomination:

The aforementioned provisions in respect of claims made by investor, shall apply, mutatis mutandis, to the legal heir(s). Further, they shall be required to submit the following additional documents for processing the claim:

- A notarized affidavit (**Annexure B**) from all legal heir(s) made on non-judicial stamp paper of appropriate value.

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

- Duly signed transmission request form by the legal heir(s)/claimant(s).
- 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.
- Self-attested copy of PAN of the legal heir(s)/claimant(s).
- The Succession Document should be self-attested by legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer.
- In case where Will or a Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall be accompanied with a notarized indemnity bond from the legal heir(s)/claimant(s) to whom the securities are transmitted, in format as specified by SEBI, from time to time.

- In case where a copy of Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall also be accompanied by No Objection from all non claimants, stating that they have relinquished their rights to such claim.
- For cases where value of securities is up to Rs. 5 lakhs (in case of securities held in physical mode), and up to Rs. 15 lakhs per beneficial owner in case of securities held in dematerialized mode, as on the date of application, and where the documents mentioned in para (e) are not available, the legal heir(s)/ claimant(s) may submit the following documents:
 - i. no objection certificate from all the legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all legal heirs duly attested by a notary public or by a Gazetted Officer; and
 - ii. notarized indemnity bond (**Annexure C**) made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent / listed entity, in the format as specified by SEBI, from time to time.

Information pertaining to the Designated Nodal Officer, unclaimed amount, Claim Forms (**Annexure A**) along with necessary documents, format of indemnity etc. are made available on the Banks website <https://www.esafbank.com> under the tab “Unclaimed Amount”.

3.3 Contact Details:

The contact details with respect to submission of claim and Investor Grievances /Queries are provided below:

Company Secretary and Compliance Officer (Nodal officer)
Mr. Ranjith Raj P Company Secretary and Compliance Officer Mail id: ranjith.raj@esafbank.com Phone no: 0487-7123456 Address: ESAF Bhavan, Building No. VII/83/8, Thrissur – Palakkad National Highway, Mannuthy, Thrissur, Kerala, PIN – 680651.
Registrar and Share Transfer Agent (RTA)
MUFG INTIME INDIA PRIVATE LIMITED (Formerly Link Intime India Private Limited) C-101, 1st Floor, 247 Park Lal Bahadur Shastri Marg, Vikhroli (West), NA, Mumbai, Mumbai City- 400083, Maharashtra, India Tel : 912249186270 Email : rnt.helpdesk@in.mpms.mufg.com

4. PROCESSING OF CLAIM

- Upon receipt of a claim application, if the Bank/RTA upon examination finds it necessary to call for further information or finds such application/document(s) to be defective or incomplete in any respect, it shall intimate the investor about such findings by e-mail or other written communication.
- The Bank/RTA shall direct the investors to furnish such information or rectify such defects or incompleteness or to re-submit such application or document(s) within 30 (thirty) days from the date of receipt of such communication, failing which the claim may be rejected. However, rejection of claim does not debar an investor from filing a fresh claim.
- The Bank/RTA shall within 30 (thirty) days of receipt of a claim application from an investor or complete information as called upon, remit the payment to the investor through electronic transfer.
- Request for release of such unpaid amount will be entertained only if all the details of the investor(s) i.e. signature, address and Bank details are matching with the details registered with the RTA.
- If any case needs additional time, the Bank/RTA will inform the investor the requirement of additional time with expected time lines for resolution of the issue.

5. NODAL OFFICER

For the purpose of submission of claim and investor grievances/queries the Compliance Officer of the bank shall be designated as the nodal officer. The Investor can contact the nodal officer or the RTA of the Bank in case of any queries/grievances.

6. REJECTION AND REILING OF THE CLAIM

The claim filed by investor could be rejected by the Bank/RTA for following reasons –

- The amount is already paid.
- The proof of identity and/or proof of address does not match with the investor's records with the Bank.
- The details of Bank are not matching with the investor's records with the Bank.
- The documents required for transmission are not provided by the investor.
- The form is unsigned.
- The amount is already transferred to Investor Education and Protection Fund(IEPF).

The investor can refile the claim after rectifying the error communicated by the RTA/Bank and providing necessary documents as requested.

7. PROCESS OF CLAIMING UNCLAIMED AMOUNT IN CASE WHERE SUCH AMOUNT IS TRANSFERRED TO IEPF

In case where an investor has not claimed interest/redemption amount and which has been transferred to the IEPF, the same can be claimed by the investors following the below indicative procedure:

- Any investor claiming unpaid/unclaimed amount for NCS, shall raise a request in the format prescribed under **Annexure A** with the Bank or its RTA on the contact details mentioned in this policy, mentioning the Folio number/ Client ID & DP-ID and the period for which the same has not been received/ claimed by attaching the following documents to enable RTA/Bank to verify the claim:
 - i. Self-attested copy of PAN;
 - ii. Self-attested copy of Address Proof;
 - iii. Certified copy of the updated Client Master List (CML) with revised/correct bank details.
 - iv. Cancelled Cheque from the same bank account which is getting reflected in the revised CML.
 - v. Self-attested copy of Passport/OCI card/ PIO card (for Foreigners/NRI)*

*In case of institution/Body Corporates provide copy of Board Resolution and list of authorized signatories.

In case of any discrepancy/incompleteness of application, the Bank/RTA shall re-direct the claimant to provide such information.

- Basis the request and verification of supporting documents, the Bank shall issue entitlement letter to the claimant within 30 Days of receipt of claim/ satisfactory additional information as called upon.
- Subsequent to receipt of entitlement letter, the investor may apply for refund to the IEPF Authority by submitting an online application in form IEPF-5 available on the website **www.iepf.gov.in** along with such attachments and fees as may be prescribed, from time to time.
- Upon submission, Form IEPF-5 shall be transmitted online to the Nodal Officer of the Bank/ Bank's RTA for verification of claim.
- The claimant after making an application in IEPF-5 shall send updated CML along with Indemnity Bond, Advance Receipts and such other documents as prescribed in Form IEPF-5 duly signed by them, to the RTA / Nodal Officer at the correspondence address of the Bank for verification of the claim.
- In case of any discrepancy/incompleteness of application, the RTA shall re-direct the claimant to provide such information.

- The Nodal Officer shall, within 30 (thirty) days from the date of receipt of claim/ satisfactory additional information as called upon, send an online verification report to the IEPF Authority after due verification of details in Form IEPF-5.
- The IEPF Authority shall verify the claim, and then may request additional documents or information if necessary.
- The IEPF Authority will initiate the refund process if the claim is verified and approved, and the amount will be credited to the claimant(s) bank account through electronic transfer.

8. AMENDMENT

Any amendments in the law, including any clarification/ circulars of relevant regulators, shall be read into this Policy such that the Policy shall automatically reflect the contemporaneous applicable law at the time of its implementation.

9. REVIEW

The Audit Committee of the Board and the Board of Directors shall review the Policy once in three years.

Annexure A

(FORMAT OF APPLICATION FOR CLAIMING UNPAID PRINCIPAL / INTEREST ON BONDS)

The Company Secretary
 ESAF Small Finance Bank Limited
 Building No. VII/83/8, ESAF Bhavan,
 Thrissur - Palakkad National Highway,
 Mannuthy, Thrissur - 680651

Date: _____

Tel: 0487-7123456

E-Mail: investor.relations@esafbank.com

Dear Sir/Madam,

ESAF Small Finance Bank Limited - Unpaid Principal/Interest on Bonds

I/We _____, Bondholder(s) of the Bank request you to pay my/our Unpaid Principal/Interest on Bonds for the year _____. I / We am/are providing the following information and supporting documents to enable you to do the needful.

1	Security Holder's Name	
2	Folio No /DPID-Client ID/Client ID No.	
3	Number of Units	
4	E Mail id	
5	Mobile Number / Phone Number (with STD code)	
6	PAN Number (Income Tax)	
7	Bond ISIN No	
8	Payee's Name (Same as Security Holder's Name)	
9	Payee's Bank Account Number and Type of Account for getting Principal/Interest Payment	
10	Name of the Bank and Branch	
11	IFSC Code (Given on the Cheque Leaf)	
12	MICR Code (Given on the Cheque Leaf)	
13	Reason for Revalidation of Principal/Interest Payment Request	

The below mentioned documents are enclosed along with the request letter.

- Self attested copy of PAN
- Self-attested Copy of Address Proof
- Cancelled Cheque specifying name of holder or Updated Client Master List

Thanking you,
Yours faithfully,

Signature of the 1st Holder _____

Name:

Signature of the 2nd Holder _____

Name:

Signature of the 3rd Holder _____

Name:

For Office Use Only:

Principal/Interest Paid on	Amount	Date	UTR No. / Transaction Ref. No

Annexure B

AFFIDAVIT

(To be stamped as per the Stamp Act applicable to the State)

I/We _____ S/D/O _____ residing at _____ and _____ S/D/O _____ residing at _____ do hereby make oath*/solemnly affirm and say as follows:

1. That Shri/Smt./Kum. _____ (Name of the deceased) hereinafter, referred to as "the deceased" died intestate on _____ at _____
2. That we know the deceased and his/her family since the last _____ years.
3. That at the time of his death the deceased left surviving him/her the following persons who according to the law by which they are governed, are the only legal heirs of the deceased entitled to succeed to the estate of the deceased on an intestate succession:
4. That I am not related in any manner whatsoever to the deceased or any of the abovementioned persons nor have we any claim or interest of whatsoever nature in the estate of the deceased.
5. That we are informed, and we verily believe that the deceased has left certain deposits*/ assets with the _____ Bank _____ branch, to which the above-mentioned persons are entitled to claim.
6. That we are making this solemn declaration sincerely and conscientiously believing the same to be true and with full knowledge that it is on the strength of this declaration that the _____ Bank _____ branch, has agreed at our request to make payment of the amount of the deposits/ to deliver the assets to the above mentioned persons without insisting on production by them of a grant of legal representation to the estate of the deceased from a competent Court.

Sworn*/ solemnly affirmed at this _____ day of _____

1. _____
2. _____

in the presence of _____ before me

*(Delete whichever is inapplicable)

Judge / Magistrate / Notary

Annexure C

LETTER OF INDEMNITY

(To be duly stamped as per the Stamp Act applicable to the State)

(Letter of Indemnity with respect to payment of Balance in the Deceased Constituents Account without production of Legal representation)

The Company Secretary
ESAF Small Finance Bank Limited

IN CONSIDERATION of your paying or agreeing to pay us,
Insert here the names of the claimants

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

The sum of Rs. _____ standing at the credit of Interest / Redemption amount on non-convertible securities with your Bank in the name of Shri/Smt./Kum. _____ since deceased, without production of Letter of Administration or a Succession Certificate to his/her estate, we

Insert here the _____
Name of the suret(y/ies) _____

do hereby for ourselves and our heirs, legal representatives, executors and administrators, jointly and severally UNDERTAKE AND AGREE to indemnify you and your successors and assign against all claims, demands, proceedings, losses, damages, charges and expenses which may be raised against or incurred by you by reasons or in consequence of your having agreed to pay / or paying me / us the said sum as aforesaid.

Signed, Sealed and delivered by the above named on this _____ day of _____ two thousand _____.

SIGNED AND DELIVERED by the above named

- 1. _____ 2. _____ 3. _____
 - 4. _____ 5. _____
- (Heirs/claimants of the deceased)

SIGNED AND DELIVERED by the above named

- 1. _____ 2. _____

(Sureties)