

POLICY FOR CLAIMING UNCLAIMED INTEREST OR PRINCIPAL ON NON-CONVERTIBLE SECURITIES

Introduction / Objective:

Securities Exchange Board of India (SEBI) has issued a comprehensive Circular No. SEBI/HO/DDHS/DDHS-RAC1/P/CIR/2023/176 dated November 8, 2023 on procedural framework for dealing with unclaimed amounts lying with entities having listed non-convertible securities and manner of claiming such amounts by investors.

As per the aforesaid SEBI Framework and Regulation 61(A) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, if any interest / principal amount remains unclaimed for a period of 30 days from the due date, the Company is required to mandatorily transfer such unclaimed amount to an escrow account. This amount in the escrow account if remained unclaimed for a period of 7 years, the same shall be transferred to the Investors Education and Protection Fund (IEPF) established by Government of India, after the expiry of 7 years.

Accordingly, in compliance with the guidelines issued by SEBI from time to time, this policy is framed and is applicable to holders of non-convertible securities issued by the Company. The purpose of this policy is to specify the process to be followed by investors for claiming their unclaimed amounts. The Company reserves the right to seek additional information / documents from the investors over and above the process prescribed in this policy.

Procedure for claiming the unclaimed interest / redemption amount of non-convertible securities issued by the Company:

- Investors / Beneficiaries can approach the company directly or through an intermediary (trustee, RTA, brokers, etc) for claiming the unclaimed /rejected/ returned amounts.
- Investors / Beneficiaries shall share the details of the unclaimed amounts to the company for tracing the amount / claim due to them. Alternatively, the investors / beneficiaries can also check whether any unclaimed interest/ principal is due to be payable to them from the details uploaded by the Company on its website. The details will be made available on the company's website at <https://www.cholainsurance.com/>
- Investors / Beneficiaries may claim their amount by filing a form provided as per Annexure I of the Policy with the company or with the Registrar and Transfer Agent (RTA) of the Company "KFIN Technologies Limited" for release of unclaimed amounts via e-mail or registered post. Upon receipt of a claim submitted by the Investors / Beneficiaries, the company or the RTA will check the correctness of the documents and shall process the claim within 30 days from the date of receipt of complete information as called from the investor/beneficiaries.
- If at the time of the claim by beneficiaries, the company finds the documents or details submitted by the beneficiary to be unsatisfactory or that the details shared by the beneficiary, do not match with the records of the company, then the company at its discretion, reject such claim or ask for additional clarifications and/or proofs, documents etc.

- The Investors/Beneficiaries can contact via email, phone or written letters to the company, or to the Trustee, or to RTA or to the brokers, or any other third-party intermediary for query relating to the claim.
- The list of documents required to be submitted by the investors/beneficiaries in support of the claim:

Claim by beneficiary / Investor:

1. Request as per Annexure I duly signed by the investor/beneficiary by mentioning the Client ID & DP ID;
2. Proof of Identity – self attested copy of PAN Card;
3. Proof of address – self attested copy of Aadhaar Card / Passport / Driving License / Voter id;
4. Self-attested Copy of the updated Client Master List (CML);
5. Cancelled Cheque leaf or copy of the first page of the Bank Passbook.

Claim by nominee / legal heir:

1. Request as per Annexure I duly signed by the nominee / legal heir;
2. Proof of Identity – self attested copy of PAN Card of the nominee / legal heir;
3. Proof of address – self attested copy of Aadhaar Card / Passport / Driving License / Voter id of the nominee/legal heir;
4. Self-attested Copy of the updated Client Master List (CML);
5. Cancelled Cheque leaf or copy of the first page of the Bank Passbook of the nominee/legal heir;
6. Copy of death certificate of beneficiary;
7. Copy of probate of will (or) legal heirship certificate (or) Succession Certificate (or) letter of administration (or) Court decree*.

* (In the event of demise of the sole holder or the last survivor (in case of joint holding) the Company will recognize the executor or administrator of the deceased Debenture holder, or the holder of succession certificate or other legal representative as having title to the Debenture(s) in the event no nomination form has been submitted by the debenture holder(s). The Company shall not be bound to recognize such executor or administrator, unless such executor or administrator obtains probate, letter of administration wherever it is necessary, or such holder is the holder of succession certificate or other legal representation, as the case may be, from a Court in India having jurisdiction over the matter. The Company may, in its absolute discretion, where it thinks fit, dispense with production of probate or letter of administration or succession certificate or other legal representation, in order to recognize such holder as being entitled to the Debenture(s) standing in the name of the deceased Debenture holder on production of sufficient documentary proof or indemnity.)

- The nominee/successor/legal heir shall satisfy the provisions specified under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and circulars issued thereunder, for the transmission of non-convertible securities and/ or the corresponding claim thereon, as applicable.
- **Rejection and refiling of the claim:**

The Company/ RTA may reject the investor's claim for the following reasons:

- a. Amount has already been paid.
- b. Details in the proofs does not match with the details recorded with the Company/ RTA.

- c. Bank account particulars not matching with the investor's records with the Company.
- d. The documents required for transmission are not provided by the investor.
- e. The form is either incomplete or unsigned.
- f. The amount is already transferred to Investor Education and Protection Fund (IEPF).

After correcting the inaccuracy that the RTA/Company communicated, the investor may refile the claim by submitting the required documentation as asked for the claim's processing.

- The request for claim along with the necessary documents mentioned above may be sent to the company or to the Registrar and Transfer Agent (RTA) as per details given below:

Claim sent through email:

If sent to RTA: einward.ris@kfintech.com;

If sent to Company: secretarial@cholams.murugappa.com

Claim sent in physical form:

If sent to RTA:

KFin Technologies Limited

Selenium, Tower B, Plot No- 31 & 32, Financial District,
Nanakramguda, Serilingampally, Hyderabad, Rangareddi,

Telangana, India - 500032

Ph. No.: +91 40 6716 2222

If sent to Company:

Company Secretary,

Cholamandalam MS General Insurance Company Limited,

2nd Floor, "Dare House",

No.2, NSC Bose Road,

Chennai - 600001, India

Ph. No.: 40445400

- **Timeline for claiming the amount:** The beneficiaries / Investors shall claim their unclaimed interest / principal upon maturity within 7 years from the due date of the payment post which the amount shall be transferred to IEPF authorities.
- Mr. Mahendra Kumar Tripathi – Company Secretary and Chief Compliance Officer, is the designated Nodal Officer (email id - mahendrat@cholams.murugappa.com) (contact number – 044-40445400). The nodal officer shall be the point of contact for investors entitled to claim their unclaimed amounts, SEBI, Stock Exchange(s) and Depositories. The investors can raise their queries or grievances if any relating to the claim to the nodal officer. The details of the nodal officer have also been displayed on the company website.

Review of Policy:

This policy is subject to review from time to time and such changes as are required based on regulatory developments.

Annexure – I

(Form for claiming unclaimed interest/ principal amount of non-convertible securities)

To,
The Nodal Officer
Cholamandalam MS General Insurance Company Limited,
2nd Floor, "Dare House",
No.2, NSC Bose Road,
Chennai - 600001, India
Tel: 044 40445400

Subject: Request for claiming unclaimed principal/ interest amount for non-convertible debentures of Cholamandalam MS General Insurance Company Limited

Ref:

Name of the Beneficiary: _____

DP ID: _____ Client ID: _____

Dear Sir/ Madam,

I/we, wish to inform you that I/we have not claimed / received the interest/ principal amount for non-convertible debentures held under ISIN _____ which was due on _____.

I/we, request you to kindly release all my unclaimed interest/ principal amount to the bank account as per details provided by me/us.

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

1. Proof of Identity – self attested copy of PAN Card
2. Proof of address – self attested copy of Aadhaar Card / Passport / Driving License / Voter id
3. Self-attested Copy of the updated Client Master List (CML)
4. Cancelled Cheque leaf or copy of the first page of the Bank Passbook
5. _____ (other documents, if any)

I/we request you to update your records and process the claim.

Thanking you,

Yours faithfully,

Signature of the 1st Holder _____ Name: _____

Signature of the 2nd holder _____ Name: _____

Signature of the 3rd Holder _____ Name: _____