

## **Suryoday Small Finance Bank Limited (the “Bank”)**

**Policy specifying the process to be followed by the Investors of the Bank for claiming their unclaimed amounts.**

***Version: FY: 23-24/1.0***

**Policy Version Control:**

<b>Version</b>	<b>Author</b>	<b>Approver</b>	<b>Approval Date</b>	<b>Maintained by</b>
FY: 23-24/1.0	Krishna Kant Chaturvedi	Board of Directors	February 29, 2024	Company Secretary

**Notice to the Reader:**

This Policy document is the property of Suryoday Small Finance Bank Limited (the “**Bank**”). It must not be copied, reproduced, other than for regulatory purposes and this is intended for the reference of the investors, while claiming their unclaimed amounts i.e. Interest, Dividend, Redemption, if any, lying with the Bank, including the steps to be followed by the Bank for processing the claims of the investors.

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## 1. Preamble and the Background

- A. This Policy has been framed by the Bank in accordance with the requirements of the provisions of Regulation 61(A) (2) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“**SEBI Listing Regulations**”) read with Securities and Exchange Board of India Circular No. SEBI/HO/DDHS/DDHS-RAC-1/P/CIR/2023/176 dated November 08, 2023 (“**SEBI Circular**”) and other applicable provisions in this regard.
- B. The Board of Directors (the “**Board**”) of Suryoday Small Finance Bank Limited (the “**Bank**”), adopted this Policy on February 29, 2024, which shall be effective from March 1, 2024.

## 2. Purpose and of Objective the Policy

- A. This Policy specifies the process for dealing with unclaimed amounts i.e. interest/dividend/redemption amount, if any, on the Non-convertible Securities (“**NCS**”), lying with the Bank, including the steps to be undertaken by the Bank for processing claims of the Investors.
- B. NCS means and include the debt securities including non-convertible debentures, non-convertible redeemable preference shares, perpetual non-cumulative preference shares, perpetual debt instruments and any other securities as specified by the SEBI.

## 3. Obligation of the Bank

- A. The Bank shall be responsible to transfer the unclaimed amount, if any, to the Escrow Account: In terms of Regulation 61A (2) of the SEBI Listing Regulations: Within Seven (7) days from the date of expiry of the Thirty (30) days the Bank shall be required to transfer the unclaimed amounts to an Escrow Account to be opened for this purpose by the Bank with any scheduled bank.
- B. As on date of coming into effect of this Policy, the Bank has only one Series of NCS, issued under WDM segment and listed with BSE Limited. Further, the Bank does not any outstanding amount of unclaimed interest/dividend/redemption for the said NCS, and in the event of any unclaimed interest/dividend/redemption amount for NCS, which is not claimed within Thirty (30) days from the due date of interest / redemption payment, the Bank shall within a period of Seven (7) days from the date of expiry of the said period of Thirty (30) days, transfer the amount to an Escrow Account, to be opened for this purpose, in any scheduled bank.
- C. Any amount transferred to the Escrow Account in terms of Regulation 61A(2), if remains unclaimed for a period of Seven (7) years, shall be transferred by the Bank to the ‘Investor Education and Protection Fund’ (“**IEPF**”) constituted in accordance with the Section 125 of the Companies Act, 2013.
- D. In case a default is made by the Bank in transferring the unclaimed amount to the Escrow Account opened/ to be opened for this purpose, it shall pay, an interest at the rate of Twelve (12) percent per annum on the amount that has not been transferred to the said account, for the period of default (*i.e. from the date of default till the date of transfer to the Escrow Account*). The said interest amount shall accrue to the investors in proportion to the amount remaining unclaimed.

- E. The Investors or his/her legal heir/ successor/ nominee, whose unclaimed interest/dividend/ redemption amount has been transferred by the Bank to the Escrow Account, may claim such amount by making an application, in the form and manner as prescribed hereunder in this Policy, to the Bank or to the Bank's Registrar and Transfer Agent, KFin Technologies Limited (“KFIN”) for payment of such amount,.

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

- F. The Bank has designated the Company Secretary of the Bank as ‘Nodal Officer’, who shall be the point of contact for investors entitled to claim their unclaimed amounts, SEBI, Stock Exchange(s) and Depositories. The particulars of the Nodal Officer, including the name, designation and contact details shall be available on the website of the Bank. In case there is any change in the particulars or change in the Nodal Officer, the Bank shall take necessary internal action and update the particulars within 15 days of such change.
- G. As mentioned above, as on date of coming into effect of this Policy, the Bank does not have any outstanding unclaimed interest/ dividend/ redemption amount for NCS, and in the event of any unclaimed interest/dividend/redemption amount for NCS which is not claimed within Thirty (30) days from the due date of interest/dividend/redemption payment, the Bank shall display necessary details as prescribed in the SEBI Circular in the form and manner detailed in “Annexure A” relating to unclaimed amount, on its website within a period of Thirty (30) days of transferring such amount to the Escrow Account.
- H. The Bank shall provide a search facility on its website for investor(s) to verify if there is any unclaimed amount due and lying in the Escrow Account of the Bank based on their PAN and Date of Birth or Name and Depository Participant Identification/ Client Identification.

#### **4. Information about the unclaimed amount**

Upon search, the Investor(s) should be able to view the following information:

- A. Amount due to the investors on the date of payment (in INR).
- B. Category - interest/ dividend/ redemption amount.
- C. Date when amount became due (dd/mm/yyyy).
- D. Amount (in INR) transferred to Escrow Account (including penal interest, if any, for delay in transfer by the Bank);
- E. Date when unclaimed amount was transferred to Escrow Account(dd/mm/yyyy).
- F. Interest, if any, in the Escrow Account, that accrues to the Investors in proportion to his/ her unclaimed amount.

## 5. Process of Claiming unclaimed amount by the Investors

- A. Submission of Claim:** Any investor (including legal heir/ successor/ nominee of such investor) claiming their unclaimed amount lying with the Bank may apply to the Bank for payment of such amount, in the format enclosed as “**Annexure B**” to this Policy.
- B. Category of Investor:** While submitting claims, the investor shall be required to clearly select appropriate category in which it is being claimed e.g. self / legal heir / nominee etc.
- I. Directly by the Investor:** The investors may submit application by himself/ herself along with the documents listed below, requesting for releasing the unclaimed amount, which the same has not been received/ claimed:
- (a)** Self-attested copy of PAN;
  - (b)** Self-attested copy of Address Proof;
  - (c)** Certified copy of the updated Statement of holding / Client Master List (CML) with updated bank account details;
  - (d)** Cancelled Cheque from the bank account which is linked to CML;
  - (e)** Self-attested copy of Passport/OCI card/ PIO card (*for Foreigners/NRI*);
  - (f)** In case of institution/Body Corporates provide copy of the Board Resolution and list of authorised signatories.
- II. By the legal heir(s) or nominee(s):** In case claim is made by the legal heir(s) or nominee(s), the claimant shall provide the additional documents as may be prescribed in this regard, such as:
- (a)** In case the legal heir(s)/claimant(s) is named in the Succession Certificate or Probate of Will or Will or Letter of Administration or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, as the case may be, in terms of Indian Succession Act, 1925, an affidavit from such legal heir(s)/claimant(s), and in case he /she is not named in the above mentioned documents, a notarized affidavit from all the legal heir(s) made on non-judicial stamp paper of appropriate value.
  - (b)** Duly signed transmission request form by the legal heir(s)/claimant(s).
  - (c)** 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.
  - (d)** Self-attested copy of PAN of the legal heir(s)/claimant(s).
  - (e)** A notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Bank / KFIN, in the format as may be notified, from time to time, in this regard.
  - (f)** Such other documents, as may be prescribed / notified by SEBI or required under any other regulations / Laws, as may be applicable.

- C. Manner of submission of the claim:** The investor can submit their claim physically addressed to the Nodal Officer, i.e. The Company Secretary, Suryoday Small Finance Bank Limited, Unit No. 1101, Sharda Terraces, Plot 65, Sector - 11, CBD Belapur, Navi Mumbai – 400614, Maharashtra or through e-mail at - [company.secretary@suryodaybank.com](mailto:company.secretary@suryodaybank.com). OR to the KFIN at their address given on the website of the Bank at <https://www.suryodaybank.com>
- D. Timeline:** Where the interest/ dividend/ redemption amount has not been claimed within Thirty (30) days from the due date of payment, the Bank shall within Seven (7) days, after completion of Thirty (30) days transfer the unclaimed amount to escrow account and the investors can submit their claims with the Bank w.r.t. unclaimed amount. In case the Bank requires further information or clarification, regarding the unclaimed amount and matters connected thereto, the investor shall, provide the necessary information/ clarifications within the specified timeline.
- E. Conditions for rejection/option of re-filing of claim:** Upon receipt of a claim application, if the Bank, upon examination, finds it necessary to call for further information or finds such application or document(s) to be defective or incomplete in any respect, it shall intimate the concerned investor, of such need for information or defects or incompleteness, by e-mail or other written communication. The Bank shall request the investor to furnish such information or to rectify such defects or incompleteness or to re-submit such application or document(s) within Thirty (30) 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.
- F. Timeline for processing of Claim:** The Bank shall within Thirty (30) days of receipt of a claim application from an investor or complete information as called upon from the investor, process and remit the payment to the investor using electronic modes of funds transfer.
- G. Contact Details:** Investor can raise their queries or grievances, if any, relating to their claim by contacting on email ID and phone number as specified on the website of the Bank <https://www.suryodaybank.com>
- 6. Internal Process to be followed by the Bank for verification of claims, documents etc. in connection with claim by the investors**
- a) Process for verification of claim, documents etc.:** Upon receipt of a claim (application/ request from the investor), the Bank shall initiate the process for verification and status of Claim including verifying the documents submitted by the investor (self/ legal heir/nominee etc.)
- b) Right to seek further information/ clarification for processing or rejection of claim:** Upon examination, If the Bank finds it necessary to call for further information/clarification or finds such application or document(s) to be defective or incomplete in any respect, it shall intimate the investor, of such need for information or defects or incompleteness, by e-mail or other written communication and direct such investor to furnish such information or to rectify such defects or incompleteness or to re-submit such application or document(s) within Thirty (30) days from the date of receipt of such communication, failing which the claim may be rejected. However, rejection of claim will not debar an investor/s from filing a fresh claim.

- c) **Timeline for processing of Claim:** The Bank shall within a period of Thirty (30) days of receipt of a claim application from an investor or complete information as called upon from the investor, process and remit the payment to the investor using electronic modes of funds transfer.
- d) **Maintenance of Records:** The Bank shall preserve information pertaining to the unclaimed amounts of investor(s) including relevant documentation and furnish necessary information, as and when called by the SEBI or any other competent authority.
- e) **Displaying of Claims details on website:** The Bank shall display the cumulative details of the number of claims received, processed, pending, etc. on its website of the Bank and any change in the information uploaded on the website shall be updated at the earliest but not later than by 7<sup>th</sup> day of the succeeding month.

## 7. Validity and Policy Exceptions

This Policy shall be valid till the Bank is a listed entity in terms of SEBI Listing Regulations having listed NCS. Further, in the event of any conflict between this Policy and the applicable law(s) / Regulations, the provisions of applicable laws/ Regulations, as amended from time to time, shall prevail.

## 8. Effective date of Policy

This policy shall be effective from March 1, 2024.

## 9. Review and revision

This Policy will be reviewed once in two years or earlier, if required, and will be amended based on any changes in the laws, rules and regulations applicable to the Bank from time to time or changes in internal processes. However, the amended regulatory provisions will be implemented in accordance with the timelines and shall supersede the Policy till the time Policy is suitably amended with the approval of the Board. In case there is any change in the Nodal Officer or contact details etc., it shall be updated in the Policy within a period of Fifteen (15) days, and thereafter the Policy will be ratified from the Board in its next meeting.

The Board shall have the power to amend any of the provisions of this Policy, substitute any of the provisions with a new provision or replace this Policy entirely with a new Policy.

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### “Annexure A”

**Information regarding unclaimed amounts, if any, to be maintained by the Bank on its website**

ISIN	Amount lying unclaimed Including penal interest, if any; (in INR)	Category (Interest/ Dividend/ Redemption amount)	No. of investors	Date when amount became due (dd/mm/yyyy)	Date when unclaimed amount was transferred to Escrow Account (dd/mm/yyyy)	Date when amount is to be transferred to IPEF (dd/mm/yyyy)
	<b>Total</b>					

**Particulars of the Nodal Officer:**

<b>Name</b>	:	Krishna Kant Chaturvedi
<b>Designation</b>	:	Company Secretary & Compliance Officer
<b>Email ID</b>	:	<a href="mailto:company.secretary@suryodaybank.com">company.secretary@suryodaybank.com</a>
<b>Address for submitting application / documents</b>		Suryoday Small Finance Bank Limited, Unit No. 1101, Sharda Terraces, Plot 65, Sector - 11, CBD Belapur, Navi Mumbai – 400614, Maharashtra
<b>Phone No.</b>	:	(022) 4185 6700/ 7420062129

**Particulars of the RTA:**

**KFIN Technologies Limited**

Unit: Suryoday Small Finance Bank Limited  
 Selenium Building, Tower-B, Plot No 31 & 32,  
 Financial District, Nanakramguda, Serilingampally,  
 Hyderabad, Rangareddy, Telangana, India - 500 032  
 Phone No: 040-6716 2222; Fax No.: 040 -23001153  
 Toll Free No. 1- 800-309-4001 Email: [inward.ris@kfintech.com](mailto:inward.ris@kfintech.com)

### “Annexure B”

Application Form for submitting claim under Regulation 61A(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ready with SEBI Circular No. SEBI/HO/DDHS/DDHS-RAC-1/P/CIR/2023/176 dated November 08, 2023:

Name of Investor/s			
DP ID / Client ID			
ISIN/s			
Category of investor (Corporate/ entity / Individual etc.)			
Capacity in which investor is submitting claim (Self/legal heir/ nominee etc.)			
Details of unclaimed amount against each ISIN and reasons for not claiming / non-receipts of the amount on due date			
Type of Claim: Interest / Redemption or both and total unclaimed amount			
Number of days in within which the claim is being submitted post completion of Thirty (30) days from the Due date			
PAN of the Investor			
Proof of Identity			
Address including Proof of Address			
Proof of holding security			
Manner of submission (Hard copy/ Scanned copy through email)			
Email ID			
Contact Details/ phone no.			
Bank details (Bank account number, Name of Bank, IFSC Code, Branch address) in which amount to be transferred/refund			
Any other relevant information			

**Enclosures:**

- 1) Declaration that above claim has not been made earlier.
- 2) Copy of PAN, proof of identity, proof of address, proof of holding of NCS/ demat account statement, of investor.
- 3) Copy of Passport or OCI or PIO (in case of foreigners and NRI).
- 4) Cancelled cheque for the bank account of the listed entity where payment is to be made.
- 5) Legal Heir Certificate / Succession Certificate / Probate / Will, if applicable.
- 6) No Objection Certificate from other holder(s)/ Legal Heir(s), if applicable.
- 7) Such other documents, as may be required, basis the category of the claimant.