FAQ

Q1. What is the Procedure for claim of unpaid amount by Investor?

The Investor has to submit duly filled Application in the format annexed as **Annexure B**.

Q2. What are the documents needed to be submitted along with the claim application?

Investor has to submit the following Documents along with Application for claim

- ➢ Proof of identity: - PAN, Aadhaar, Voter-ID, Passport, Driving License (any one)

- ➢ Proof of address- PAN, Aadhaar, Voter-ID, Passport, Driving License (anyone other than the document submitted for proof of Identity)

- ➢ Proof of Account details: - Copy of Demat- Customer Master List(CML)

- ➢ Proof of Holding: - Holding statement (post transmission of bonds, wherever required)

- ➢ Wherever applicable, any one or more of the following documents may be required to the satisfaction of the bank: - Proof of Legal heirs, Succession certificate, Death Certificate, Indemnity Bond with surety

(The legal heir/ successor/ nominee 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.)

Q3. How the application will be submitted to the Bank?

Investor will have to send the application as per format at Annexure- A, along with self-attested applicable documents (prescribed at 2.2.1) in hard copy to Punjab National Bank, Treasury Division, 2nd Floor, PNB-BOI tower, C-29, G-Block, Bandra Kurla Complex, Bandra (East)- 400051.

Q4. What is the Timeline within which the investor can submit documents, provide clarifications, etc. : -

An investor can file claim any time (after ensuring that such unclaimed amount is lying with the bank or transferred to IPEF by checking on the search facility on website https://www.pnbindia.in/)

Q5. What is the time line for processing claim by the Bank?

The bank shall within thirty days of receipt of a claim application from an investor or complete information as called upon from the investor, remit the payment to the investor using electronic modes of funds excluding time involved for additional documents/clarification/resubmission.

Q6. What are the reasons for which the claim may get rejected?

Claim shall be rejected, if the bank has reasons to ascertain the misrepresentation or suppression of a material fact or due to invalid claim.

Q7. What is the remedy available if the claim gets rejected?

Option of re-filing of a claim due to rejection by the investor may be considered by the Bank based on the merit.

Q8. What is the contact details for any queries by the Investor?

Investors can raise their queries or grievances, if any, relating to their claim on the following: Phone No.- 022-69766051 / 43, e-mail id of the dealing department: - nslrbo@pnb.co.in .

Further, Investor may approach Nodal Officer for raising any concern: -

Ms. Ekta Pasricha, Company Secretary & Compliance Officer [under SEBI (LODR) Regulations], Punjab National Bank. Tel. No: 011- 28044857, e mail: hosd@pnb.co.in .

Application Form for claiming unclaimed interest/principal amount

Date: -

To,

Punjab National Bank
HO Treasury Division
2nd Floor, PNB-BOI Tower,
C-29, G Block,
Bandra Kurla Complex
Mumbai- 400051

Ref: Name of Security: _____, ISIN: _____

    Folio No/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 for payment on _____.

I/We, request you to kindly release my unclaimed interest/ principal amount to my bank account.

Please find below the list of documents enclosed with the application for processing my claim:

1. Self-attested copy of Identity Proof
2. Self-attested Copy of Address Proof
3. Updated Client Master List
4. Cancelled Cheque specifying name of holder for verifying Account no & IFSC code
5. Holding statement, if applicable
6. Others, please specify: -

Thanking you,
Yours faithfully,

Signature of the claimant/s

Name:

Complete Address:
Phone/Mobile: -
E-mail ID: -

Witness: