



UNITY SMALL FINANCE BANK LIMITED

CIN: U65990DL2021PLC385568

(Incorporated under the Companies Act, 2013)

Registered Office: 40, Basant Lok, Vasant Vihar, New Delhi, Delhi -110057

Tel. no.: 011-47414100-; Email ID: [cs@unitybank.co.in](mailto:cs@unitybank.co.in) ; Website: <https://theunitybank.com/>

## FAQs

### **Common queries in connection with of PNCPS/ Equity Warrants**

Pursuant to the Punjab and Maharashtra Co-operative Bank Limited (Amalgamation with Unity Small Finance Bank Limited) Scheme, 2022, notified by the Central Government on January 25, 2022 ("Scheme"), the Bank has allotted Unlisted, Unrated Fully paid-up, Non-Convertible, Perpetual Non-Cumulative Preference Shares ("PNCPS") and Equity Warrants ("Warrants") w.e.f. January 25, 2022 in both Physical and Dematerialised form. We are issuing these FAQs for the convenience of the holders of the said instruments.

#### **1) I have received physical share certificate/warrant. I do not have a DP account and do not wish to open Demat open. What is the consequence?**

Please note the physical securities were issued in compliance of the Scheme and due to non-availability of demat details of the deposit holders.

The Depositories Act, 1996 gives investors an option to hold securities in physical form or demat form. However, holding the securities in demat form entails numerous benefits and is therefore highly recommended. Further, there are existing / proposed restrictions on transfer of securities belonging to listed companies and unlisted public limited companies, if held in physical form. It may therefore be better to dematerialize the securities.

Please refer to our **Advisory 1** and **Advisory 2** for further information in the connection.

#### **2) I have received physical share certificate, what is the process for dematerialization of physical shares?**

##### **Scenario 1: If you do not have a demat account:**

You can visit any Depository participant (DP) i.e Bank/Broker of your choice and open a demat account. Once the demat account has been opened, please follow process in Scenario 2.

##### **Scenario 2: If you already have a demat account/ You have opened demat account:**

You can visit your Depository participant (DP i.e Bank/Broker) and follow the below process-

1. Submit a Dematerialisation Request Form (DRF) and original share certificate(s) to the concerned Depository Participant (DP) for Dematerialisation.
2. The DP will, after verification of DRF and share certificate(s), issue an acknowledgement slip.
3. After scrutinising DRF and certificates, DP will generate a Dematerialisation Request Number (DRN) and forward the DRF and original certificate(s) to the company / Registrars and Transfer Agents of the company (RTA) for verification and approval.

In case the DRF / certificate(s) are not in order, the same will be returned to the shareholder for removing deficiencies.

4. The company / RTA will, after due verification of the physical DRF and original share certificate(s), confirm acceptance of the request for dematerialisation in the necessary software system / internet application. The company / RTA may reject dematerialisation request in some cases and will send an objection memo to the DP / shareholder, with or without DRF and certificates depending upon the reason for rejection.
5. Upon successful verification by the company / RTA, the shares will be dematerialised and credited to the shareholder's demat account.

The process of dematerialisation is completed within 21 days from the date of submission of a valid dematerialisation request.

**3) I have not given my demat details earlier as there was a delay in opening my Demat account? Can I give details now for credit into my Demat account?**

You are requested to connect with your Depository Participant (DP) for dematerialization of physical share certificate/ warrant and follow the process listed at Sr. no.2. All requests needs to be routed through DPs.

**4) What does transmission mean in relation to demat accounts?**

Transmission is the process of law by which securities belonging to a deceased account holder are transferred to surviving joint holder(s) / legal heirs / nominee of the deceased account holder. Process of transmission in case of dematerialized holdings is relatively convenient as the transmission formalities for all securities held in a demat account can be completed by submitting the requisite documents to DP. There is no need to approach various companies for this purpose, as is required when securities are held in physical form. Upon death of account holder (sole holder or joint holder), how the transmission will take place, is described in the diagram below –

Transmission		
In the event of ↓	Transmission in favour of ↓	
	Nomination given	Nomination not given
Death of single holder	Nominee	Legal heir (as per Succession certificate / Probate / Letter of Administration)
Death of one of the joint holders	Surviving joint holder(s)	Surviving joint holder(s)
Death of all the joint holders	Nominee	Legal heir (as per Succession certificate / Probate / Letter of Administration)

**5) What is the procedure for transmission of securities to the nominee in case of the death of the sole account holder?**

In case of the death of the sole holder, for transmission of securities, the nominee needs to submit duly filled-in transmission form along with a copy of the death certificate duly attested by a Notary Public or a Gazetted Officer. In case the account of the claimant is not with the same Participant, copy of Client Master Report of the account of the claimant (certified by the concerned DP) is also required. After verification of these documents, the DP will transmit the securities to the demat account of the nominee.

**6) What would happen if there is no nominee in the demat account held by sole holder?**

In such a case, the securities would be transmitted to the account of legal heir(s), as may be determined by an order of the competent court. Following documents are required for this purpose -

- Duly filled in Transmission Form (Annexure- 1)

- Copy of the death certificate duly attested by a Notary Public or by a Gazetted Officer.
  - A copy of the Succession certificate duly attested by a Notary Public or by a Gazetted Officer or
- An order of a court of competent jurisdiction where the deceased has not left a Will or
- A copy of the Probate of Will or
- Letter of Administration duly attested by a Notary Public or by a Gazetted Officer.
- In case the account of the claimant is not with the same Participant, copy of Client Master Report of the account of the claimant is also required (certified by the concerned DP).

However, if the value of securities to be transmitted is below ₹5,00,000/- (on the day of application for transmission), the DP may process the request based on following documents:

- Duly filled in Transmission Form (Annexure- 1).
- Copy of the death certificate duly attested by a Notary Public or by a Gazetted Officer.
- Letter of Indemnity (in prescribed format).(Annexure- 2)
- Affidavit (in prescribed format) (Annexure- 3) and
- No Objection Certificate(s) in prescribed format or Family Settlement Deed.(Annexure – 4)

In case the account of the claimant is not with the same Participant, copy of Client Master Report of the account of the claimant is also required (certified by the concerned DP).

## 7) What is the procedure for transmission in case of death of one or more joint holder(s)?

In such a case, the securities would be transmitted to the surviving holder(s), irrespective of the nomination. For example, if the account is in the joint names of Mr. A, Mr. B and Mrs. C, in the event of the death of Mr. B, the securities will be transmitted to surviving holders that is, Mr. A and Mrs. C. The surviving holder(s) would need to submit the following documents to the DP:

- Duly filled in Transmission Form. (Annexure- 1).
- Copy of the death certificate duly attested by a Notary Public or by a Gazetted Officer.

After verifying the above documents and satisfying himself, the DP will transmit the securities to the surviving holder(s) account and will close the account of the deceased

## 8) What is the meaning of 'Transmission cum Demat'?

'Transmission cum Demat' is a very useful facility when one of the joint holders mentioned in securities certificate (held in physical form) has died and remaining holder(s) wish to have the securities transmitted in their name in demat form. Using this facility the twin objectives of deletion of name of one of the deceased joint holders and dematerialization of securities can be achieved in a single step. This is explained in the diagram

Transmission Cum Demat Facility		
Share Certificate	In the event of	Demat Account
A and B Or B and A	Death of one holder – A	B
A , B and C (any sequence)	Death of two holders – A and B	C

Submit DRF along with death certificate (s) and Transmission request to your DP.

## 9) In case of demise of sole holder of physical share certificate/warrant, what is the process for transmission of those shares/warrants?

All transfer/ transmission will be processed only in Demat form. Process of transmission in case of dematerialized holdings is relatively convenient as the transmission formalities for all securities held in a demat account can be completed by submitting the requisite documents to DP.

Kindly refer to the ready reckoner on documents required for transmission of securities provided as **Annexure – 10**.

**10) Can I open a single account to dematerialize securities owned individually and securities owned jointly along-with another holder?**

No. The demat account must be opened in the same ownership pattern in which the securities are held in the physical form.

For example, if one share certificate is in your name and another certificate has your name along with your wife's name, then you would need to open two demat accounts (one in your name and other in joint names of yourself and your wife).

**11) I have physical certificates with the same combination of names, but the sequence of names is different. In some certificates, I am the first holder and my wife is the second holder, whereas in some other certificates, my wife is the first holder and I am the second holder. Do I need to open two different accounts for the purpose of dematerialization of these certificates?**

The joint holders are entitled to change the sequence of names by making a written request to the Company/RTA. This does not constitute a transfer. Changing the sequence of joint holders is called 'Transposition'. However, transposition facility can be availed for entire holdings in a folio and not allowed for part of the holdings.

If the same set of joint holders hold securities in different sequence of names, then there is no need to open multiple demat accounts for dematerialization of such securities. Using 'Transposition cum Demat facility' such securities held vide certificates in different combinations, can be dematerialized in one demat account. For this purpose, Dematerialization Request Form (DRF) and an additional form called 'Transposition cum Demat Form' should be submitted to the DP.

**12) Can the transmission and transposition be done for the share certificates at the same time?**

Yes, the transmission and the transposition can be done for share certificates at the same time.

**13) I want to update my KYC documents/PAN/Contact details- Mobile no., Email ID, address, Bank details for securities held in physical mode. What is the process for the same?**

Effective January 1, 2022, holders will not be eligible to lodge their grievance or avail service request from the RTA unless PAN, KYC and Nomination documents/details are received.

PAN, Address, Email Address, Mobile Number, Demat account details and Bank Account details can be updated by furnishing Form No. ISR 1- Annexure 5.

Kindly refer to Advisory No. 1 & 2 for further details in the matter.

**14) The certificate received does not reflect correct name of holder. What is the process to get it rectified?**

You may contact the Company/ RTA at below address and follow the process listed above:

**NSDL Database Management Limited**  
**Unit: Unity Small Finance Bank Limited**  
4th floor, Trade World, 'A' Wing, Kamala Mills Compound,  
Senapati Bapat Marg, Lower Parel, Mumbai- 400013,

**15) I have changed my name. What is the process to change the name on the share certificate/warrant?**

You are kindly requested to contact your DP for process of change of name in demat account. Alternatively, you may contact the Company/ RTA and follow process for Change of name as per Annexure-9.

**16) My registered address has changed. I have not received the shares/warrants? What is the process of receiving the certificate/warrant on the new address?**

Kindly submit request letter for updation of address with self-attested KYC documents & address proof to the RTA/Company. The physical copy of the certificate will be dispatched at your registered address.

**17) I want to update my nominee details. What is the process for the same?**

Effective January 1, 2022, shareholders will not be eligible to lodge their grievance or avail service request from the RTA unless PAN, KYC and Nomination documents/details are received. For updation of your KYC details please follow process listed above.

For holder's holdings securities in physical form, Nomination details can be updated by submission of duly filled and signed Form SH-13- Annexure 7.

For opting out of Nomination, kindly fill and sign Form No ISR-3- Annexure 8 (Declaration Form for opting out of Nomination)

In case if securities are held in Demat form, kindly contact your respective DP for updation of the aforesaid details.

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**Pl note that:**

1. In case of any queries/ complaints please contact the Company/ RTA at below address and follow the process listed above:

**NSDL Database Management Limited**

**Unit: Unity Small Finance Bank Limited**

4th floor, Trade World, 'A' Wing, Kamala Mills Compound,  
Senapati Bapat Marg, Lower Parel, Mumbai- 400013,  
022 4914 2578/2589 Fax: 022 49142503

Email: rtaunitybank@nsdl.co.in Website: <https://www.ndml.in/>

2. Mention your folio no. / DP ID-CL ID No. in all correspondences.

3. Following Documents / formats are available for downloads:

1. [Advisory 1- Transfer of physical shares/warrants to dematerialised form](#)
2. [Advisory 2- KYC updation](#)
3. [Annexure 1- ISR-5- Duly filled in transmission form](#)
4. [Annexure 2-Letter of Indemnity](#)
5. [Annexure- 3- Affidavit](#)
6. [Annexure- 4- No Objection certificate](#)
7. [Annexure 5- ISR-1 – Update of KYC for securities held in physical form](#)
8. [Annexure 6- ISR-2- Confirmation of Signature of securities holder by the Banker](#)
9. [Annexure 7- Nomination Form – Form SH-13](#)
10. [Annexure 8- ISR-3- Declaration Form for Opting-out of Nomination](#)
11. [Annexure 9- Process for Change of name](#)

- [Annexure 9.1- Request Letter for Change of Name by the shareholder\(s\)](#)
- [Annexure 9.2- Affidavit for change of name](#)
- [Annexure 9.3- Bankers verification form](#)

12. [Annexure 10- Ready Reckoner for Transmission](#)