

SOP ON ISSUANCE OF DUPLICATE SHARE CERTIFICATE

Introduction

Issuance of duplicate share certificate is covered under **Regulation 13(2)** of the SBI General Regulations, 1955 which reads as under:

“If any share certificate is alleged to be lost, or destroyed, then upon production of such evidence of the loss or destruction thereof, as the Central Board or its Executive Committee may consider satisfactory and upon such indemnity with or without security as the Central Board or its Executive Committee may require and on payment to the Bank of its costs, charges, expenses of and incidental to the matter, a new certificate in lieu thereof shall be given to the party entitled to such lost or destroyed certificate.”

Issuance of Rupee 1 face value share certificate pursuant to stock split / Merger of erstwhile Associate Banks with SBI

- i. Pursuant to split in the face value of share from Rupees 10 to Rupee 1, w.e.f. 22.11.2014, the Bank had dispatched Rupee 1 face value share certificate to shareholders without requiring them to surrender Rupees 10 face value share certificate. Rupees 10 face value share certificate has ceased to be valid from the date of stock split.
- ii. Similarly, pursuant to merger of erstwhile Associate Banks (e-ABs) with SBI w.e.f. 01.04.2017, Rupee 1 face value share certificate was sent to shareholders of erstwhile Associate Banks without requiring them to surrender share certificate issued by erstwhile Associate Banks which ceased to be valid from the date of merger.
- iii. Many of these certificates were returned undelivered in the absence of non-updating / proper KYC by the concerned shareholders. The same are in the custody of the Registrar & Transfer Agent (RTA).

Rupee 1 face value share certificate dispatched but returned undelivered

In cases where shareholder reports non-receipt of Rupee 1 face value share certificate and as per RTA records, the same is found returned undelivered, following procedure will be followed:

- a) On receipt of request from the shareholder, RTA shall verify signature and address of the shareholder provided in the request letter from its records and if there is any mismatch, the same shall be advised to the shareholder with the request to submit KYC and nomination updating documents as

prescribed by SEBI, vide circular dated 03.11.2021, followed by subsequent clarifications issued vide circular dated 14.12.2021.

- b) After receipt of requisite documents completed in all respects, the RTA shall dispatch Letter of Confirmation (LoC) in lieu of share certificate to the shareholder.

Issue of duplicate share certificate to registered holders

Shareholder in whose name shares are registered as on date in the records, is called a registered holder. Shareholders are requested to submit following documents to Bank's RTA for issuance of duplicate share certificate.

- Investor Service Request: Form –ISR 4
- Affidavit for issuance of duplicate securities: Form- A
- Indemnity Bond for issuance of duplicate securities: Form- B
- KYC and nomination documents as prescribed by SEBI vide circular dated 03.11.2021, followed by clarifications issued vide circular dated 14.12.2021.
- Notarized copy of FIR including e-FIR/Police complaint/Court injunction order/copy of plaint by the shareholder, in cases where market value of shares exceeds Rupees five lakhs.

Note:

An overseas shareholder, in lieu of FIR including e-FIR/Police complaint/Court injunction order/copy of plaint, shall be permitted to provide self-declaration of the share certificates lost/misplaced/stolen which shall be duly notarized/ apostilled /attested by the Indian Consulate / Embassy in their country of residence, along with self-attested copies of valid passport and overseas address proof.

RTA shall dispatch Letter of Confirmation in lieu of share certificate to the shareholder *in lieu of undelivered Rupee 1 face value share certificate /duplicate share certificate issued, subsequent to processing of investors' service request"* .

Note:

In case of non-furnishing by the shareholder, Certificate no./Distinctive no./ Folio no. of reported lost/misplaced /stolen Rupee 1 face value share certificate, RTA (upon written request by the shareholder shall provide the same, to the shareholder only where the signature and the address of the shareholder match with the RTA record. In case the signature and/or the address do not match, the shareholder shall first be requested to comply with the KYC procedure and then

only the details of the shares shall be provided to the shareholder by the RTA/Bank.

Operational guidelines for dispatch of letter of confirmation (LoC) to shareholders in lieu of undelivered Rupee 1 face value share certificate /duplicate share certificate, subsequent to processing of investors' service request

The operational guidelines for processing of investor service requests pertaining to non-receipt of Rupee 1 face value share certificate / issue of duplicate share certificate are as under:

- a) After verifying and processing the requests wherever documents found to be in order, the RTA shall intimate the claimant(s) about its execution as may be applicable, within 30 days of the receipt of such request, by way of issuing a Letter of Confirmation .
- b) The RTA shall retain the physical securities as per the existing procedure and deface the certificate with a stamp "Letter of Confirmation Issued" on the face / reverse of the certificate, subsequent to processing of service request.
- c) The Letter of Confirmation shall, inter-alia, contain details of folio and demat account number (if available) of the claimant(s).
- d) The Letter of Confirmation shall be sent by the RTA through registered / speed post to the claimant(s) and a digitally signed copy of the Letter of Confirmation shall be sent by the RTA to the claimant(s) through e-mail.
- e) Within 120 days of issue of the Letter of Confirmation, the claimant(s) shall submit the demat request, along with the original Letter of Confirmation or the digitally signed copy of the Letter of Confirmation, to their Depository Participant (DP).
- f) DP shall generate the demat request on the basis of the Letter of Confirmation and forward the same to the RTA for processing the demat request.
- g) In case of those securities which are required to be locked in, the RTA while approving / confirming the demat request, shall incorporate / intimate the Depository about the lock-in and its period and make necessary entries in the system.
- h) In case of non-receipt of demat request from the claimant(s) within 120 days of the date of issue of the Letter of Confirmation, the securities shall be credited to Unclaimed Securities Suspense Demat Account of the Bank.
