



MCS Share Transfer Agent Limited

179-180, 3rd Floor, DSIDC Shed
Okhla Industrial Area, Phase - I, New Delhi - 110020
Phone No: 011-41406149, mail: admin@mcsregistrars.com
Website: www.mcsregistrars.com, CIN NO.U67120WB2011PLC165872



ATTENTION – SHAREHOLDERS / INVESTORS **GUIDANCE FOR YOU AS PER SEBI NORMS**

DOs - Investors are requested to follow our below mentioned advices for their benefit:

- 1. Immediately on receipt of dividend/Interest warrants/DDs, deposit to your Bank and encash it regularly to avoid transfer of unclaimed amount/underlying securities to IEPF.**
- 2. Immediately inform us if you have not received allotment intimation/ certificate / dividend / interest etc. and follow up diligently and promptly if you do not get response.**
- 3. Please register your PAN with us for all your folios.**
- 4. Please register your Nomination in all your Folios with us to smoothen the transmission in future.**
- 5. Please register all KYC details viz full postal address with PIN, mobile number, e-mail address etc. and ensure that the same are updated with us to get all communication send by the Company/us.**
- 6. Please register the correct and complete Bank details with us for all your Folios to facilitate prompt electronic credit of dividend / interest / redemption amounts and eliminate possibility of unclaimed amounts / underlying securities being transferred to IEPF.**
- 7. Promptly inform us in writing and complete required formalities in case of loss of securities.**
- 8. Ensure that the documents provided for availing any investor service request are complete in all respects and keep copies of documents sent to us.**
- 9. Monitor all corporate announcements pertaining to investments made.**

Don't DOs - Investors are requested to follow our below mentioned advices to avoid any Loss:

- 1. Do not keep your folios without PAN.**
- 2. Do not keep your folios without nomination**
- 3. Do not keep your Folios without Bank Details.**
- 4. Do not keep your Folios without current communication/contact details.**
- 5. Do not deal with unauthorized persons for any investor service requests such as change in / updating of address, e-mail address, mobile number and bank details.**
- 6. Do not share security details, viz. folio number, certificate number, distinctive number(s), bank details, specimen signature, KYC documents, etc. with unknown persons.**



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Attention Investors/Shareholders

MCS STA has a system of Investor Grievances Escalation Matrix System. Each complaints of investor/shareholder of our client companies are been handle very carefully and instantly by unit in-charge at our office. In case it is difficult for us to handle, it is been refer to Compliance officer/Supervisor for attention and handling.

Ultimately, if any problem arises and not handled at that level it goes to the head of the branch who takes cares.



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The timelines to process each service request is given in the table below:

No	Item	Expected Timelines (number of days)
Registration of / updation of / change in		
1	i) PAN	15
	ii) Nomination	30
	iii) Bank Account details	15
	iv) Contact details <ul style="list-style-type: none">• Postal address with PIN• E-mail• Mobile number	15
	v) Signature	30
	vi) Name	30
Processing of investor request		
2	Duplicate & Replacement securities	30
3	Transmission	Through Letter of Confirmation 30
4	Transposition	Through Letter of Confirmation 15
5	Grievance Redressal	30
Other services (through Depository Participants)		
6	Demat	15
7	Remat	30