

**I. ABOUT ICICI BANK LIMITED (ICICI Bank)****General Information**

Corporate Identification Number (CIN) : L65190GJ1994PLC021012

ISIN code : INE090A01021

National Stock Exchange of India Limited (NSE) code : ICICIBANK

BSE Limited (BSE) code : 532174

New York Stock Exchange (ADSs) (NYSE) : IBN

**Who are the Registrar and Share Transfer Agents (RTA) of ICICI Bank Limited?**

<b>RTA for Equity Shares</b>	<b>RTA for Bonds / Debentures</b>
Ms. C Shobha Anand KFin Technologies Limited (Formerly known as KFin Technologies Private Limited) Unit : ICICI Bank Limited Selenium Building, Tower-B, Plot no. 31 & 32, Financial District, Nanakramguda, Serlingampally, Hyderabad - 500 032, Telangana Phone No. : 040 - 67162222 Fax No. : 040 - 23420814 Toll free : 18003094001 Email : <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a> website : <a href="http://www.kfintech.com">www.kfintech.com</a>	Mr. Vijay Singh Chauhan 3i Infotech Limited Tower #5, 3 <sup>rd</sup> Floor, International Infotech Park, Vashi Railway Station Complex, Vashi, Navi Mumbai 400 703 Tel. No. : 022 - 6792 8000 Fax No. : 022 - 6792 8099 Toll free : 18601207777 E-mail: <a href="mailto:investor@icicibank.com">investor@icicibank.com</a>

**II. UPDATION OF PAN, KYC DETAILS AND NOMINATION****How can I update my PAN, KYC details and Nomination?**

[Securities and Exchange Board of India \(SEBI\) has, vide Circular No. SEBI/HO/MIRSD/MIRSD\\_RTAMB/P/CIR/2021/655 dated November 3, 2021](#), prescribed certain mandatory provisions with regards to furnishing of PAN, contact details (postal address, mobile number and E-mail), bank details, nomination and signatures by holders of physical securities.

Shareholder(s) are requested to furnish valid PAN, KYC details and Nomination immediately to the Bank/ Registrar and Share Transfer Agent (RTA) in the forms as detailed below or get all your securities dematerialized:

- [Form No. ISR-1 - Request for registering PAN, KYC details or changes / updation thereof](#)
- [Form No. SH-13 - Nomination Form](#)

Pursuant to the aforesaid SEBI Circular, in the event any one of the said document / details are not available **on or after April 1, 2023**, shareholder(s) will not be able to deal in the securities in any manner nor receive any benefits such as dividend, interest or redemption payment. Further, after December 31, 2025, the securities would be referred to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002.

To avoid freezing of folio, shareholder(s) are also requested to ensure that your PAN is linked to Aadhaar by **March 31, 2022** or such other date as may be specified by the Central Board of Direct Taxes.

Provide the above documents / details to the RTA of the Bank updation of PAN, KYC details and nomination.

### **III. TRANSFER OF SHARES**

#### **How do I sell my physical shares from April 1, 2019?**

*Transfer of shares in physical form stopped from April 1, 2019.*

SEBI vide Notification dated June 8, 2018 has amended Regulation 40 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 to disallow listed companies from accepting request for transfer of securities which are held in physical form, with effect from April 1, 2019. The shareholders who continue to hold shares and other types of securities of listed companies in physical form even after this date, will not be able to lodge the shares with company / its RTA for further transfer. They will need to convert them to demat form compulsorily if they wish to effect any transfer. Only the requests for transmission or transposition of securities in physical form, will be accepted by the listed companies / their RTAs.

#### **IV. TRANSMISSION OF SHARES**

##### **How do the surviving shareholder(s) get the shares in their names in the event of death of joint holder?**

The surviving shareholder(s) will have to submit a request letter to our RTA along with following documents:

- Original / copy of death certificate of the deceased shareholder duly attested by notary public or by gazetted officer;
- Original share certificate(s);
- Self-attested copy of PAN card of all surviving shareholder(s), if not already submitted;
- KYC details ([Form ISR -1](#)), if not already submitted; and
- Nomination Form ([Form SH-13](#)), if not already submitted.

Please note that for availing service request from RTA submission of PAN, KYC details and Nomination is mandatory for shareholders holding physical securities in terms of Securities and Exchange Board of India Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021.

##### **What is the procedure for getting the shares held in single name having nomination transmitted in favour of the Nominee?**

The Nominee will have to submit a request letter to our RTA along with following documents:

- Original / copy of death certificate of the deceased shareholder duly attested by notary public or by gazetted officer;
- Original share certificate(s);
- Self-attested copy of PAN card;
- KYC details ([Form ISR -1](#)); and
- Nomination Form ([Form SH-13](#)).

Please note that for availing service request from RTA submission of PAN, KYC details and Nomination is mandatory for shareholders holding physical securities in terms of Securities and Exchange Board of India Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021.

#### **V. LOSS OF SHARE CERTIFICATES & ISSUE OF DUPLICATE**

##### **I have lost/misplaced my share certificates, what are the steps that I should take to obtain duplicate share certificates?**

Please inform our RTA immediately about the loss of share certificates. If you hold shares along with other holders, then all the joint holders are required to sign the intimation letter. Kindly quote your folio number and, if available, details of share certificates along with following documents:

- Self-attested copy of PAN card, if not already submitted;
- KYC details ([Form ISR -1](#)), if not already submitted;
- Nomination Form ([Form SH-13](#)) if not already submitted; and

Please note that for availing service request from RTA submission of PAN, KYC details and Nomination is mandatory for shareholders holding physical securities in terms of Securities and Exchange Board of India Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021.

Upon receipt of intimation about loss of share certificates, our RTA will revert with the required formalities to be complied with for obtaining duplicate certificates.

**What action should I take if I retrieve the original share certificate, which I had reported to the Company to be lost?**

Please surrender the original share certificate to the RTA immediately if duplicate share certificates have been issued. However, if the original share certificates are found before you comply with the procedure for obtaining duplicate share certificates, please inform the RTA immediately so that we can remove your folio from the “stop Transfer/ Caution list”.

**My share certificate is torn or damaged, how can I replace the same?**

Please contact our RTA with a request letter for the replacement of the Certificate along with following documents:

- Damaged Original share certificate;
- Self-attested copy of your PAN Card along with the self-attested copy of PAN Card of the joint shareholder(s).
- KYC details ([Form ISR -1](#)), if not already submitted; and
- Nomination Form ([Form SH-13](#)) if not already submitted.

Please note that for availing service request from RTA submission of PAN, KYC details and Nomination is mandatory for shareholders holding physical securities in terms of Securities and Exchange Board of India Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021.

RTA will inform you if any further formality is required to be complied for the same.

## **VI. TRANSPOSITION OF SHARES**

**I want to change the order of names of shareholders appearing on the share certificates?**

Please submit a request letter duly signed by all the joint holders along with following documents to our RTA for change in the order of names:

- Original share certificate(s);
- Self-attested copy of your PAN Card along with the self-attested copy of PAN Card of the joint shareholder(s).
- KYC details ([Form ISR -1](#)), if not already submitted; and
- Nomination Form ([Form SH-13](#)) if not already submitted.

Please note that for availing service request from RTA submission of PAN, KYC details and Nomination is mandatory for shareholders holding physical securities in terms of Securities and Exchange Board of India Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021.

## **VII. NOMINATION IN RESPECT OF SHAREHOLDING**

### **How do I make a nomination with regard to my shareholding?**

If you hold shares in physical form, to make a nomination, please submit a duly filled and signed [Form SH-13](#) to our RTA. If you hold shares along with other holders, then all holders are required to sign the nomination form.

If you hold shares in demat, your nomination has to be registered with the Depository Participant with whom you have a demat account.

### **Can a nomination once made be changed?**

A nomination once made may be cancelled or varied by submitting duly filled and signed [Form No. SH-14](#) or [Form ISR-3](#) to our RTA.

If you hold shares in demat, your nomination has to be registered with the Depository Participant with whom you have a demat account.

## **VIII. DEMATERIALISATION OF SHARES**

### **How do I demat my shares?**

Shareholders are requested to approach any Depository Participant having registration with SEBI to open a Demat account.

You may visit website of the Depositories viz. NSDL or CDSL for understanding about the demat procedure:

NSDL website: <https://nsdl.co.in/faqs/faq.php> (dematerialisation)

CDSL website: <https://www.cdslindia.com/investors/open-demat.aspx>

## IX. DIVIDEND ON SHARES

### How can I receive dividend electronically?

You are requested to furnish valid [Form No. ISR-1](#) to the RTA in case you are holding physical.

Pursuant to SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021, in the event any one of the said document / details viz. PAN, contact details (postal address, mobile number and E-mail), bank details and nomination are not available **on or after April 1, 2023**, shareholder(s) will not be able to deal in the securities in any manner nor receive any benefits such as dividend, interest or redemption payment.

If you hold shares in demat form, you have to approach the Depository Participant with whom you have a demat account for updation of bank details.

### The validity of dividend warrant(s)/demand draft(s) have expired. What action am I required to take?

Shareholder(s) who have not encashed their dividend warrant(s)/demand draft(s) within the validity period may send their request letter to our RTA enclosing the said original dividend warrant(s)/demand draft(s).

Pursuant to SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021, in the event any one of the said document / details viz. PAN, contact details (postal address, mobile number and E-mail), bank details and nomination are not available **on or after April 1, 2023**, shareholder(s) will not be able to deal in the securities in any manner nor receive any benefits such as dividend, interest or redemption payment.

### I have not received my dividend. What action am I required to take?

Kindly write to our RTA furnishing the details/ of the dividend not received. Please quote your folio number or DP ID and Client ID particulars as the case may be.

Pursuant to SEBI Circular No. SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2021/655 dated November 3, 2021, in the event any one of the said document / details viz. PAN, contact details (postal address, mobile number and E-mail), bank details and nomination are not available **on or after April 1, 2023**, shareholder(s) will not be able to deal in the securities in any manner nor receive any benefits such as dividend, interest or redemption payment.

**IX. AMERICAN DEPOSITARY SHARE (ADS)****What are the number of equity shares per ADS?**

One ADR equals two equity shares.

**How can I buy an ADS?**

You can buy an ADS through a broker, just as you would U.S. securities. You can also buy the ADSs through the DB-Direct Investor Services Program. DB-Direct is a dividend reinvestment and direct purchase plan open to existing shareholders and new investors. Through the program, participants can buy initial and additional ADSs, sell ADSs and reinvest dividends all at low costs. For more information on DB-Direct, please log on to [www.adr.db.com](http://www.adr.db.com) and select the DB-Direct tab.