

ACCOUNTOPENING

Guidelines in respect of depository account opening in case of Individuals (Non body Corporate) ,Minor, Karta of HUF, Partners in case of Partnership firm, Body Corporate, Guardian in case of minor account In-person verification of applicant(s):

1.PROCEDUREFOROPENINGOFA INDIVIDUALACCOUNT

An Individual Account either Resident or Non Resident can be in the form of an individual, Karta or Minor. Below mentioned are proof of identity and proof of address required while opening a new Demat Account which should be self attested.

(A) Duly filled account opening form

(B) Any of the following document as Proof of Identity (POI):

- Passport
- Voter ID card
- Driving license
- Unique Identification Number (UID) (Aadhaar)
- PAN card with photograph (**Mandatory**), Customer's name and other details like father's name and date of birth on PAN must match data filled in form. Pan verification through Income Tax website must also be done and verification report must also be enclosed along with PAN.
- Identity card/document with applicant's Photo, issued by
 - a) Central/State Government and its Departments,
 - b) Statutory/Regulatory Authorities,
 - c) Public Sector Undertakings,
 - d) Scheduled Commercial Banks,
 - e) Public Financial Institutions,
 - f) Colleges affiliated to Universities (**this can be treated as valid only till the time the applicant is a student**),
 - g) Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members, and
 - h) Credit cards/Debit cards issued by Banks.

(C) Proof of Address (POA):

- Passport/Voters Identity Card/Registered Lease or Sale Agreement of Residence/Driving License/Flat Maintenance Bill/Insurance Copy.
- Utility Bills like Telephone Bill (only landline), Electricity Bill or Gas Bill (**Not more than 3 months old**).
- Bank Passbook/Bank Statement (**Not more than 3 months old**)

(Note : The bank statement must be on the stationery of the bank and must carry the logo and name of the bank, display the name, address and bank transactions/holdings of the client for the latest quarter ending. In case, the same is printed on a plain paper it should clearly mention the name address and bank holdings of the Client for the latest quarter. Such plain paper bank statement should be duly attested by the authorised official of the bank mentioning the name and designation of the authorised official.)
- Self-declaration of High Court and Supreme Court judges giving the new address in respect of their own accounts.
- Proof of address issued by any of the following: Bank Managers of scheduled Commercial Banks / Scheduled Co-operative Bank / Multinational Foreign Banks / Gazetted Officer / Notary Public / Elected representatives to the Legislative Assembly / Parliament / Documents issued by any Govt. or Statutory Authority.
- Registered Leave and License Agreement/Agreement for sale.
- Unique Identification Number (UID) (Aadhaar)
- Identity card / document with address, issued by any of the following:
 - Central/State Government and its Departments
 - Statutory/Regulatory Authorities
 - Public Sector Undertakings
 - Scheduled Commercial Banks
 - Public Financial Institutions
 - Colleges affiliated to Universities (**this can be treated as valid only till the time the applicant is a student**)
 - Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc, to their Members.
- For FII/ sub account, Power of Attorney given by FII / sub-account to the Custodian (which are duly notarized and/or apostiled or consularised that gives the registered address should be taken).

- The proof of address in the name of the spouse / landlord/ close relative/ office authority may be accepted. In such case declaration in account opening form to be signed by concerned person and self attested POA and POI should be submitted along with the account opening form.
- In case of joint holdings, POI and POA is collected in respect of all the account holders
- Self-declaration by High Court & Supreme Court judges, giving the new address **in respect of their own accounts.**
- 13. In case of Additional Address as **Correspondence Address**, Customer should
 1. Provides separate proof of correspondence address.

(D) Individual FATCA form duly filled and signed by holder/s

(E) Bank account details

- Cancelled Cheque of 15 Digit Account (CBS enabled) OR
- Self attested photo copy of 1st page of Bank Passbook of Account Holder. On first page of passbook account holder/s name/s, branch name and address, 15 Digit Bank Account number, 9 digit MICR code and IFSC code must be available.

(F) Latest photograph of client/s

- Photo of the Customer should be pasted on the Account opening form [photo should not be stapled]
- Wherever photo is pasted across signature of Account holder on photo is required

(G) Nomination

- Up to three nominees can be provided. If Nomination is provided, it should be witnessed by one person. Witness Signature & Address to be mentioned
- Photograph OR self attested POI of Nominee is required. Nominee should put two signatures one across his / her photo AND other below his / her photo.
- Relationship and share of each nominee in case of more than 1 nominee, to be mentioned. If share is not mentioned in case of multiple nominees, equal share will be considered.

In addition to the above mentioned documents, photo identity and proof of residence documents of the authorised signatories should also be obtained. All the documents

attached should be marked as "Verified from the original" and signed by the concerned officer along with his/her name and the staff code number.

2. PROCEDURE FOR OPENING OF A MINOR ACCOUNT

2.1 - Bank follows the below given procedure for opening demat account of a minor:

- Account opened in the name of minor should not have joint holder(s).
- PAN, POI, Proof of Address and the photograph of the Guardian as well as of minor is obtained.
- Photocopy of school leaving certificate / Mark sheet issued by Higher Secondary Board of respective states, ICSE, CBSE / passport of the minor / original or attested or notarized (in case of photocopy) birth certificate of the minor is taken to ascertain the date of birth of the minor. At the time of accepting either of these documents, the same is verified with the original.
- PAN details of the minor is captured in the DPM System after due verification.

3. PROCEDURE AND DOCUMENTS REQUIRED FOR OPENING HUF ACCOUNT

The HUF account is opened in the name of the HUF. The Karta of the HUF has to be male member only. The signature of the KARTA has to accompany the rubber stamp "For and on behalf of HUFxxxxxx Karta."

A. In addition to the documents mentioned for individuals, the following document may also be obtained:

- The HUF declaration letter as obtained in case of HUF savings account.
- PAN of HUF
- Deed of declaration of HUF / List of Coparceners along with photos.
- Bank passbook / Bank statement in the name of HUF
- Photograph, POI, POA, Aadhaar card and PAN of Karta
- Individual FATCA form

Nomination facility is not available for HUF accounts.

In case of Death of Karta the name of deceased Karta in the Beneficial Owner (BO) account will be replaced by the new Karta appointed by the member of the HUF who in such cases shall be senior most member of the family.

4. -NON-RESIDENTINDIAN/FOREIGNNATIONAL(NRI/FN)

(A) In addition to the documents mentioned for individuals, the following documents are required:

- The duly verified copy of passport
- Document of Foreign address proof duly certified.
- FEMA Declaration
- Separate NRE/NRO account to be opened with Girgaum Branch (Licenced for opening PIS-NRI Account) which will be linked to NRE Demat account and specifically used for demat transactions only.
- FATCA Form

(B) In order to comply with RBI and NSDL guidelines in case of NRIs accounts, Portfolio investment scheme (PIS) forms (**Form NRI for investment on Non Repatriable basis and form FPI – for Investment on Repatriable basis**) duly signed by the NRI customer, along with Demat account opening form and documents obtained from the client at the branch.

(C) The client's signature on the PIS form should be attested by the branch official and the form should be forwarded to Forex Department for RBI permission in incapacity as Authorised Dealer. NRI customers are also required to sign on the PIS charges form.

(D) On receipt of permission from Forex Department (sanction letter will be provided to the customer and copy of it will be despatched to the Demat Dept).

(E) Photocopies of Proof of Address in respect of foreign address where the NRI/FN is residing are obtained and verify the same with originals.

- In case the NRI/FN Clients have Indian address, photocopies of Proof of Address of local address is obtained and verifies the same with originals.
- Further, in case if the NRI/FN has submitted only Proof of Address of the country (foreign address) where the NRI/FN is residing, in such a situation, the bank captures the foreign address in both local and foreign address field given in the DPM System.

5-GUIDELINESINRESPECTOFAccountOPENINGINCASEOFBODY- CORPORATE

Additional documents to be obtained from non-individuals, over& above the POI& POA, as mentioned below:

The authorised signatory intending to open a corporate demat account has to visit the department personally and sign in presence of the branch officers. The prescribed Corporate Account opening form is to be collected along with the following documents:

- The Rights and Obligation duly executed by the client/s.
- Copy of the balance sheets for the last 2 financial years (to be submitted every year)
- Copy of latest share holding pattern including list of all those holding control, either directly or indirectly, in the company in terms of SEBI Takeover Regulations, duly certified by the company secretary/whole time director/MD (to be submitted every year)
- Photograph, POI, POA, Aadhaar card, PAN and DIN numbers of whole time directors/two directors in charge of day to day operations.
- Photograph, POI, POA, Aadhaar card, PAN of individual promoters holding control – either directly or indirectly.
- KYC form **Annexure K** for firm, **Annexure J** for authorised signatories
- PAN copy of the corporate account and also the authorised signatories
- Authorised signatories list with specimen signatures
- KYC documents and the Customer Registration Form (for individuals) of the authorised signatories to be obtained.
- Certified true copy of Memorandum and Articles of Association
- Certified true copy of Board resolution for investment in securities market.
- Opening Demat Account with our Bank authorizing the signatories to operate the demat account mentioning their names and mode of operation.

- Duly filled and signed Corporate Account Opening demat Form
- Any one of the following documents can be submitted as proof of address
- Proof of address of the corporate evidenced by the document registered with Registrar of Companies.
- Acknowledged copy of Income tax Return duly verified from the original.
- Bank statement
- Verified true copy of the Leave and License agreement / Agreement for sale.
- Corporate FATCA Form

6. ACCOUNTS OPENED IN THE NAMES OF PARTNERS FOR HOLDING SECURITIES THAT BELONG TO A PARTNERSHIP FIRM

A. The account is opened only in the name of Partners and the securities that belong to the Partnership Firm can be held in this account.

B. Following documents to be collected while opening partnership Demat account.

- Copy of the balance sheets for the last 2 financial years (*to be submitted every year*).
- Certificate of registration (*for registered partnership firms only*).
- Copy of partnership deed.
- Authorised signatories list with specimen signatures and photograph.
- Photograph, POI, POA, PAN of Partners.
- Undertaking in the prescribed format from the Partners to the effect that the Partners would comply with the provisions of the Companies Act, 1956 and other applicable statutes in respect of securities of the Partnership firm held in the account opened in the name of the Partners, is obtained.

7. PROCEDURE FOR OPENING DEPOSITORY ACCOUNT OF REGISTERED SOCIETY

- The depository account is opened in the name of Society.
- Copy of Registration Certificate under Societies Registration Act.
- List of Managing Committee members.
- Committee resolution for persons authorised to act as authorised signatories with specimen signatures.
- True copy of Society Rules and Bye Laws certified by the Chairman / Secretary.

8-PROCEDUREFOROPENING DEPOSITORYACCOUNTOF TRUST:

- Copy of the balance sheets for the last 2 financial years (*to be submitted every year*).
- Certificate of registration (*for registered trust only*).
- Copy of Trust deed.
- List of trustees certified by managing trustees/CA.
- Photograph, POI, POA, PAN of Trustees.
- For registered trust where a registration certificate is issued by a Statutory Authority under the provisions of the Bombay Public Trust Act, 1950 or The Indian Societies Registration Act, 1860, in addition to the above, Obtain **certified copy of the resolution passed by the Board of Trustees** giving the names of trustees authorised by the Board of Trustees to open and operate the depository account.

TRANSFER OF SHARES AND SETTLEMENT THROUGH DELIVERYINSTRUCTION SLIPS (DIS)

MARKETTRADE

An instruction for transfer of security from beneficiary account (investor account) to clearing member account (broker account) is termed as market trade. If client wish to transfer the shares on account of transaction done on the stock exchange, he has to fill the NKGSSB Bank Delivery Instruction Slip column meant for market trade and cancel the column no of off-market trade. The following details will have to be filled:

CM-BP-ID, CM name, Market type, Settlement number, UCC slip, ISIN, Security Name and Quantity, signature

OFFMARKETTRADE

An instruction to transfer security from one beneficiary account to another beneficiary account is termed as off-market transfer. For this Client has to fill the NKGSSB Bank Delivery Instruction Slip column meant for off-market trade and cancel the column no for market trade. The following details will have to be filled:

DP ID, DP name, Client Id, Reason/ Purpose, ISIN, Security name and Quantity, signature

DEMATERIALISATION AND REMATERIALISATION

DEMATERIALISATION

Dematerialisation is the process of converting securities held in physical form to an equivalent number in electronic form and creating the same to the beneficiary account of the client. As per SEBI rules, all investors need to dematerialize their existing physical share certificates. Trading and transfer (except in case of transmission) is not allowed in physical formats. For facilitating dematerialization of existing physical share certificates, customers open Demataccount with us and then have to submit to us DematRequestForm(DRF) along with physical share certificates to be dematerialized.

In case of any spelling mistakes or abbreviation on name appearing in Share Certificates, duly filled 'Name Declaration Form' to be submitted by client.

In case order of names mentioned in Share Certificates is not as per demataccount, e.g. name on share certificate is B & A and if the Demat Account is opened in order A & B, then client has to submit "Transposition Form" from the clients.

Client to submit originally verified and self attested copy of POI and POA, utility bill (electricity/ landline/ Mahanagar Gas) not older than 3 months, Address/ sign/ photo verification and original cancelled cheque.

A duly certified Client Master Report printed either from the DPM system or from Participant's back-officesystem; ORA covering letter generated from the DPM system or from Participant's back-office system which incorporates the aforesaid details while forwarding the demat request to be enclosed by DP.

Signature, address, photo verification certificate from Banker is to be submitted with DRF request

In case of Transfer of Shares on account of Death of Demat Account Holder, Transmission Form along with original/notarized Death Certificate, PAN Card copy of the Survivor for every DRF to be obtained, please note that Survivors to open separate Demat Account before Transmission.

REMATERIALISATION

Rematerialisation is a process by which a beneficiary can convert the electronic balance in his account into physical share certificate.

On remat the investor will get new share certificate with new folio and certificate number.

PROCEDURE OF CREATION OF PLEDGE

Please note pledge creation can only be created on shares in Demat account with NDSL

Loan applicant having Demat Account with NKGSCo-op.Bank Ltd.

- Once the credit facility gets sanctioned the customer has to fill requisition slip for obtaining pledge form, from our Demat Department.
- Branch to send the filled Pledge Form and sanction Letter to Demat Department by affixing Branch Manager Stamp and signature on it.
- On receipt of Pledge Form along with sanction letter, pledge creation will be initiated by Demat Department.
- The Pledge creation will be confirmed by Demat Department on the duplicate pledge form by assigning Pledge Order No. and returned to the branch.
- The requested quantity is then marked pledge in the client's demat account and status of these shares stands changed to pledged from beneficiaries.

Loan applicant having Demat Account with Other DP

- Once the credit facility is sanctioned the applicant approaches his DP for pledge creation.
- The applicant after creation of pledge will handover the duplicate copy of Pledge form wherein his DP mentions the Pledge order No. Along with his demat statement.
- Our Demat Department will confirm the pledge creation.
- The requested quantity is then marked pledge in the client's demat account and status of these shares stands changed to pledged from beneficiaries.

MARGIN PLEDGE/RE-PLEDGE FUNCTIONALITY

As per SEBI guidelines, Margin Pledge instructions will be initiated on the basis of UCC mapped in client demat account (on the basis of PAN), segment and linkages of respective TM details. Further, Margin Re-pledge will be initiated on the basis of TM-CM linkages provided by the Clearing Corporations to NSDL. NSDL has mapped active UCC provided by Stock Exchanges in demat account on the basis of PAN details available in client maintenance module in NSDL depository system.

The detailed process of Margin Pledge/Re-pledge functionality is as given.

Initiation of Margin Pledge /Re-pledge:

Client can initiate a margin pledge instruction in favour of 'TM – Client Securities Margin Pledge Account' or 'TM/CM – Client Securities Margin Pledge Account' by submitting a physical Margin Pledge Form 43 to its Participant or electronic instructions through NSDL e-Services.

SPEED-eFACILITY-

"Speed-E" facility enables demat account holders to submit delivery instructions directly on the Internet through SPEED-e website <https://eservices.nsdl.com>, instead of submitting Delivery Instruction in physical form to Bank. The users of SPEED-e can also check latest balances and transactions in their demat accounts through a facility called Internet-based Demat Account Statement (IDEAS) and monitor the status of execution of instructions. SPEED-e is available only to those Depository Participants who have subscribed to it and the Users sign an agreement with the Participant.

Demat account holders will have the option of accessing SPEED-e either as a Password User or as a Smart Card / e-Token User. Password Users can debit their demat accounts only in favour of specified Pre-Notified Clearing Member accounts (upto six), while Smart Card/e-Token User can submit instructions in favour of any number of accounts.

Features and advantages of SPEED-e facility Clients

(Beneficial Owners)

Password Users:

- Password based User can submit market instructions in favour of maximum six pre-notified Clearing Member Accounts
- Password Based Users can submit instructions pertaining to Mutual Fund units (*for redemption purpose*) to the designated Pool Accounts of NSCCL and ICCL
- User can opte-DIS facility and confirm the Pay-in instructions uploaded by their Clearing Member
- User can View and Change their existing email ID

E-token Users:

E-token Users can avail the following features both on interactive as well as on a batch Submission mode

- DeliverytoClearingMember
- InterDepositoryDelivery
- Submission of instruction(s) to freeze / unfreeze account(s) / ISIN(s) and / or specific quantity of securities under an ISIN. Further, freeze request executed by Clients through **SPEED-e** cannot be unfrozen by the Participant (applicable for e-token based Users)

INCAPACITATED INVESTORS :

Common SOP for operation of accounts in case of an incapacitated investor :

Background:

SEBI vide its Circulars dated January 10, 2025 and February 28, 2025 revised the norms for nomination for demat accounts and Mutual Fund (MF) folios in the Indian Securities Market. In order to have uniformity in dealing with incapacitated investors and those with special needs or sick or old investors in the securities market, SEBI has mandated the Depositories and AMFI to put in place common Standard Operating Procedure (SOP). This SOP is intended to provide more clarity on the processes to be followed in alignment to the current regulatory guidelines and may undergo changes based on regulatory/statutory guidelines or due to other legal aspects from time to time. Please check the latest guidelines before reliance on the same.

A. Operational guidelines for operation of accounts in case of investors who are physically incapacitated, but are competent to contract:

1. Operational procedures to appoint nominee to act on behalf of incapacitated Investors:

The registered intermediaries shall provide the investors having single or joint holding in the account / folio, the option to:

- a) empower, any one of the nominees (excluding minor nominee) to operate the investor's account / folio, if the investor is physically incapacitated, but still has the capacity to contract,
- b) specify either the percentage or absolute value of assets in the account / folio that can be encashed by such nominee,
- c) change such nominee any number of times without any restriction.

The above clause shall be applicable for an account / folio having multiple holders, irrespective of mode of holding and only in the event where all the holders are simultaneously incapacitated and having registered nominee/s.

2. Definition of Incapacitation:

Incapacitation referred to here is the physical incapacitation but having capacity to enter into a contract in terms of section 11 of the Indian Contract Act, 1872. Hence, this SOP does not

include investors who are otherwise incapacitated because of being in coma or are unconscious or in support of a ventilator.

3. Procedure to be followed for operation of accounts in case of an incapacitated investor, after the person has become incapacitated:

- a) **Intimation of incapacitation** – An intimation by way of a written request (format attached *via*Annexure A) stating that the Client/investor is incapacitated to sign (specifying the reason therein and its tenure of Incapacitation), can be received by DP/AMC/RTA from an “empowered nominee” of the investor/Client (Empowered Nominee means a Nominee who has been given power by the investor to act on his/her behalf during incapacitation). The intimation of incapacitation request can be accepted from any other person as well.
- b) In case there is no nominee registered, or Nominee Opt-out has been registered in the account/folio, investor has to first register nominee in the presence of DP/RTA/AMC personnel, followed by appointing him/her as “empowered nominee”.
- c) The empowered nominee or any other person shall provide a medical certificate issued by an appropriately qualified doctor which clearly states that the Client / investor is unable to sign, the reason for the same and period since the Client is unable to sign.
- d) Upon receipt of written request accompanied with medical certificate regarding incapacitation of investor, a responsible officer of the DP / AMC / RTA shall visit the incapacitated investor inperson.
- e) This officer shall first hand ascertain whether the investor has the capacity to contract in terms of section 11 of the Indian Contract Act, 1872 (i.e. to exclude investors who may be in ventilator, coma or are in an unconscious state).
- f) Additional checks to be done by the officer include, (i) where the Client cannot put his/her signature, then is he/she in a position to put his/her thumb or toe impression or ‘a mark’ on his/her own, without the assistance of any other person, and (ii) whether the Client understands the consequence of putting his/her thumb impression on a document to facilitate a transaction or empower the nominee to carry out the transaction on his/her behalf.
- g) Depending on the nature and degree of incapacitation, this officer shall obtain a thumb or toe impression or ‘a mark’ of the Client, as the case may be, on the written request allowing empowered nominee for transacting in the account / folio of the incapacitated investor, in the presence of an independent witness. (Independent witness shall be an individual who is not directly related to the Client or the intermediary)
- h) This officer shall record his/her name, signature and suitable remarks to the effect that “Thumb impression / toe impression / mark affixed in my presence” on the written request.
- i) POI document number of such nominee (which should match with details of Empowered Nominee as registered in the demat account/folio), who will act on behalf of incapacitated investor, shall be taken on record and capture the same against the said nominee in the Depository/AMC/RTA system.
- j) Upon registration of incapacitation details in the depository/AMC/RTA system, DP/AMC/RTA shall intimate the client and empowered nominee about the same suitably.
- k) Empowered Nominee should intimate the respective broker/trading member/DP/AMC/MFD/RTA through whom transactions are going to be performed during incapacitation of Client. This has been included in the letter for intimating incapacitation under the heading ‘Declaration from Empowered Nominee’.

- i) Upon receipt of the instruction from such Empowered Nominee, DP/AMC/RTA shall match the signature, as available on the record, against such Empowered Nominee. If the signature is matched, DP/AMC/RTA shall execute the instruction in the Depository/DP/RTA/AMC system for such incapacitated investor/ Beneficiary Owner (BO). If the signature does not match, DP/AMC/RTA shall not execute the instruction and shall inform the Empowered Nominee accordingly, clearly stating the reason for non-execution of instruction. DP/AMC/RTA shall also inform such nominee to submit fresh instruction with the proper signature.
- m) The Empowered Nominee can only be one of the registered nominees. No third party including legal heirs can be allowed, if they are not registered as nominee. In case of court appointed nominee, it will overrule the existing nominee. Further, in case where the investor does not have the capacity to contract (for eg.: investor is on ventilator support or in coma or in unconscious state or is of unsound mind), operation of the account / folio shall be as per the norms under the applicable laws.
- n) The Empowered Nominee shall require to be KYC compliant before carrying out transaction on behalf of the incapacitated investor/s (not at the time of nomination).
- o) The registered intermediaries shall upload the details of mobile number and email address of Empowered Nominee on the KRA system. It shall be ensured that the mobile no. / email addresses of their employees / authorized persons, distributors etc. are not uploaded on behalf of Empowered Nominee.

4. Further, the DP / RTA / AMC are advised to ensure the following:

- a) Take into account, the available transaction limits flagged off to the Empowered Nominee dealing on behalf of incapacitated investor.
- b) DP/AMC/RTA shall inform the investor and empowered nominee regarding the transaction threshold limit along with the utilised and un-utilised limit suitably, as and when transaction is processed. After the expiry of a cooling off period of 48 hours post updation of such incapacitation, DP/RTA/AMC shall permit the transactions in those account(s) – offline and online mode, if it is signed or initiated by the Empowered nominee, subject to limit specified by the investor in amount or percentage* on the date of updation of incapacitation status in depository/AMC/RTA systems. Further, on the date of updation of incapacitation status in depository/AMC/RTA systems, the percentage limit of the holding would be converted to the absolute limit value based on last available price/NAV. This will remain static throughout incapacitation period and will not be undergoing any change owing to market movement or subsequent investments. In case of mutual funds, Percentage / value limit will be for the PAN, encompassing all folios under the PAN, where incapacitated investor is the first holder and covering all transactions made by the Empowered Nominee during incapacitation.
- c) If any partial transaction limits are available, transactions should be settled with the available transaction limits.
- d) If at the time of settlement of transactions e.g. traded on exchange at "X" value and at the time of settlement, value is "X +/- 5 %" of the available limits in depository systems, such transactions up to +/- 5 % value would be allowed for settlements to avoid any failure of transactions / loss to the incapacitated investors.
- e) In case of demat account, the transaction limits will be applicable for all market transfer instructions initiated through physical / POA / DDPI / online.
- f) In case of mutual fund transactions, redemption / switch-out shall be allowed subject to 95% of the transaction limit only at the time of acceptance, as NAV for the day may go up or down.

- g) Any credit transaction such as fresh purchase/SIP/IDCW reinvestment etc., will be allowed during the incapacitation period, subject to existing regulations such as third party etc. However, fresh pledge creation (includes the margin pledge) would not be allowed.
- h) In case of investments in Mutual Funds, funds should be received from the investor's bank account and not from empowered nominee's bank account and MF/RTA/CC is able to validate the same independently at their end.
- i) Any encashment by such Empowered Nominee shall be credited only to the bank account linked to the account / folio of the incapacitated investor.
- j) DP / RTA/ AMC shall not allow any service request, including change in bank account, email address, mobile number etc. by such Empowered nominee.
- k) Initially, after the expiry of a cooling-off period of 48 hours post updation of incapacitation, the DP / RTA / AMC shall allow empowered nominee to carry out online transactions on behalf of the incapacitated investor, using the investor's login credentials (i.e. using registered email ID and mobile number of incapacitated investor), subject to the transaction limit specified by the investor. Going forward, the DP / RTA / AMC shall put in place necessary system changes to allow empowered nominee to operate the account / folio of incapacitated investor using his / her own login credentials (i.e. using registered email ID and mobile number of empowered nominee), after completing KYC process of such nominee, subject to the limit specified by the investor. This facility shall be revoked once the investor recovers from incapacitation.
- l) The requisite system changes allowing empowered nominee to operate the account / folio of incapacitated investor using own login credentials shall be put in place by the DPs and AMCs / their RTAs together after deliberation and go live at the same time, in order to have uniformity across demat accounts and MF folios.
- m) IDCW payout/Cash Corporate Action process can be allowed and paid to the investor's bank account only.
- n) Procedure as specified above in Para 3 shall be followed in case the investor recovers from incapacitation and the incapacitation flag / date in the demat account/folio shall be removed, and the signature of the empowered nominee shall be removed from the depository/AMC/RTA system. Post removal of incapacitation flag / date, if any change (non-financial transactions including nominee registration, change of empowered nominee to transact on investor's behalf, etc.) is initiated by the investor after recording such incapacitation, then appropriate due diligence has to be made before allowing such updates/changes.

Request format for Incapacitation intimation is provided in **Annexure B**

B. Specialized Doorstep Support for Senior Citizens, investors with special needs or sick investors may be provided by DP / RTA / AMC.

SEBI envisages that specialized doorstep support needs to be facilitated for Senior Citizens, investors with special needs or sick investors, not only related to incapacitation but also for other services like;

- a) collection of transaction requests, service request including nomination registration/changes thereto, registration of empowered nominee, etc., subject to the availability of the nearest branches, distance between branch and investor location, based on the specific request with relevant proofs thereof for sick investors and investors with special needs.
- b) For Senior Citizens, based on the age as per records, such specialized services may be facilitated.

Disclaimer:

Compliance with the SOP does not substitute compliance with applicable laws. Accordingly, while following the SOP, compliance with laws, as may be applicable, shall also be met.

Annexure B**Letter for intimating Incapacitation of the investor and relevant authorization**

Date:

To: _____ (Name of the Intermediary)

Location/ City Name: _____

Sub: Intimation about Incapacitation of the investor and Authorization letter

PAN of the Incapacitated investor								
Demat Account / Folio No								

I/We hereby wish to inform you that the above referred investor has become incapacitated from / / to / / (tentatively) for reason _____ due

to which he is unable to transact though having the capacity to contract. Refer the medical certificate from our doctor indicating the same..

I/We request you to record the same in your records and approve the transactions only if the same is

initiated by the person(s) authorized by him and is within the limits prescribed, if any. I/We also hereby authorize you/your team to independently validate the above incapacitation by visiting the incapacitated investor (tick appropriately / provide information as requested), take appropriate thumb / toe impression or complete any other prescribed processes and procedures as mandated by the regulator(s).

at the registered address (or)

at the address where investor stays now
(specify) _____

at the hospital specify the details

Contact Number(s): _____ to fix appointment (if required).

Documentary Proof enclosed (tick as applicable):

- Original Medical certificate indicating incapacitation.
- Self-attested PAN card copy / Masked Aadhaar copy of the incapacitated investor.
- Copy of the court order or letter from the competent authority (where applicable).
- ID Document number of authorized nominee (which should match with details of registered nominee)

I/We extend all support and cooperation to complete the processes and tag the account as Incapacitation wherever the above referred PAN / Folio(s).

Declaration from Empowered Nominee

I hereby confirm my understanding and the responsibility that I own for limited purpose transaction as per the wish of the investor(s) in the above referred account/folio and help your esteemed organization with all the required information/documentary proof and support as required from time to time.

Signatures:

Holder	Name	Signature
First holder		
Joint Holder1		
Joint Holder2		
Authorized Nominee		

I, _____ Emp No. _____, DP/AMC/RTA Name _____ visited the above address/hospital and met the incapacitated investor and noted the incapacitation and obtain the following:

Date of Visit	Thumb Impression*	Toe Impression	Marks noted

*Signature of Witness:

Name of the Witness:

Address of the Witness :

Signature of the DP/AMC/RTA employee: _____