

PROCEDURE TO BE FOLLOWED BY INVESTORS FOR CLAIMING THEIR UNCLAIMED AMOUNT OF LISTED NON-CONVERTIBLE SECURITIES:

I. BACKGROUND:

As per the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“**SEBI LODR Regulations**”) where any interest /redemption amount has not been claimed by any Non-convertible Debenture holders (“**Investors**”) within the prescribed timeline and remains unclaimed shall be transferred to the ‘Investor Protection and Education Fund’ (“**IPEF**”) created by the board in terms of section 11 of the Act.

Further, SEBI vide its circular SEBI/HO/DDHS/DDHS-RAC-1/P/CIR/2023/176 dated November 8, 2023 mandates the listed entity to formulate a Procedural Framework standardizing the process to be followed by investors for claiming their unclaimed amounts. The said Procedural Framework is consequently required to be displayed on its website.

II. PURPOSE:

This Procedural Framework specifies the process to be followed by investors for claiming their unclaimed amounts of interest on bonds issued by Bank.

III. DEFINITIONS:

Act shall mean the SEBI Act, 1992 as amended from time to time and Rules made there under.

Board shall mean Securities and Exchange Board of India

Listed Entity shall mean Bank of Baroda.

Client ID for a demat account is a unique identification number assigned to an individual or entity by a depository participant.

Depository is an organization which holds securities of investors in electronic form at the request of the investors through a registered Depository Participant. At present two Depositories viz. National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL) are registered with SEBI.

Depository Participant is an agent of the depository through which it interfaces with the investor and provides depository services.

Investor Protection and Education Fund or **IPEF** is a fund created by the Board.

IV. **INTERPRETATION:**

Words and expressions used in this Procedural Framework shall have the same meanings respectively assigned to them in the following Acts, Rules and Regulations:

- (i) The SEBI Act, 1992 or the Rules framed thereunder; and
- (ii) The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

V. **DISPLAY OF INFORMATION ON WEBSITE W.R.T. UNCLAIMED AMOUNTS:**

The Treasury Department shall, within a period of thirty days of transferring the unclaimed amount to the Escrow Account upload the details of such unclaimed amount on its website. Any investor may visit the Bank's Website and obtain the details of such unclaimed amount under Shareholder's Corner tab

VI. **Procedure for Filing of Claim by the Investors:**

As per the SEBI Circular No SEBI/HO/DDHS/DDHS-RAC-1/P/CIR/2023/176 dated 08-11-2023, where the interest/redemption amount has not been claimed within 30 days from due date the listed entity shall within 7 days from date of expiry of 30 days transfer the amount to an Escrow account. The amount remaining unclaimed for a period of more than 7 years shall be transferred to IPEF by the Treasury Department, along with interest accrued, if any. The unclaimed amounts credited to IPEF shall be refunded upon making payment to eligible and identifiable investors making a claim to the Fund.

The process to be followed by investors for claiming their unclaimed interest/redemption amount on the Bank issued Bonds is as under:

1. Submission of Claim by the Investors :

Any investor (including legal heir/ successor/ nominee of such investor) may send an email or request letter to the RTA (Registrar and Transfer Agent)/Company Secretary/Treasury department in the prescribed format enclosed as "Annexure A" to this Procedural Framework for claiming their unclaimed interest/redemption amount lying with the bank

2. Category of Investors:

While submitting claims, the investor shall be required to clearly select appropriate category in which it is being claimed e.g. self / legal heir / nominee etc.

3. Supporting Documents:

The claim form shall accompany supporting documents i.e. proof of identity, address proof, proof of holding etc. List of officially valid documents is attached.

4. Manner of submission of claim:

All investor service matters are being handled by KFin Technologies Limited, Registrar and Transfer Agent (“RTA”) of our Bank, which discharges investor service functions of our Bank effectively, efficiently and expeditiously. Investors can raise their queries or grievances, relating to their claim at the below address:

KFin Technologies Ltd.

Unit: Bank of Baroda,
Selenium Building,
Tower-B, Plot No 31 & 32,
Financial District,
Nanakramguda, Serilingampally,
Hyderabad, Rangareddy,
Telangana, India - 500032.
Email: einward.ris@kfintech.com
Toll Free/Phone Number: 18003094001

Alternatively, the investors can also raise their queries or grievances, relating to their claim directly with the Nodal Officer at the below address:

The Company Secretary,

Investor Services Department,
Bank of Baroda
7th floor, Baroda Corporate Centre
C-26, G-Block Bandra Kurla Complex
Bandra (East) Mumbai 400 051

Tel: 022 - 6698 5731 / 5743

General Number: 022 – 6698 5000-04 (PBX)

E-Mail:investorservices@bankofbaroda.com

5. Timeline within which investor can submit documents, provide clarifications, etc:

Where the interest/ dividend/ redemption amount has not been claimed within 30 days from the due date of payment, Treasury Department shall within 7 days transfer the unclaimed amount to escrow account and the Investors can submit their claims with the Bank w.r.t. unclaimed amount, post expiry of 30 days from the due date of payment. In case the Bank requires further information or clarification, regarding the unclaimed amount and matters connected thereto, the investor shall, provide the necessary information/ clarifications within the specified timeline.

6. Condition for Rejection of claim and option of re-filing of a claim by the Investor:

Upon receipt of a claim application, if treasury department, upon examination, finds it necessary to call for further information or finds such application or document(s) to be defective or incomplete in any respect, it shall intimate the investor, of such need for information or defects or incompleteness, by e-mail or other written communication. The treasury shall direct the investor to furnish such information or to rectify such defects or incompleteness or to re-submit such application or document(s) within 30 days from the date of receipt of such communication, failing which the claim may be rejected. However, rejection of claim does not debar an investor from filing a fresh claim.

7. Timeline for Processing of claim by the Bank:

The Treasury department shall within 30 days of receipt of a claim application from an investor or complete information as called upon from the investor, process and remit the payment to the investor using electronic modes of funds transfer.

8. Contact Details where Investors can raise their queries or grievances relating to the claim, if any:

Investor can raise their queries or grievances, if any, relating to their claim by contacting on email ID and phone number as specified on the website of the Bank. (<https://www.bankofbaroda.in>) as well as specified in point no 4 under Manner of submission of claim.

Officially Valid Documents Required to be Submitted by Investor in Support of Claim:

- Investors may send a request letter (by email or hardcopy) to the RTA or the listed entity requesting them to release the unpaid amount by mentioning the Folio number/Client ID & DP-ID and the period for which the same has not been received/claimed by attaching the following documents to enable RTA/Company to release the said amount: -
 1. Self-attested copy of PAN;
 2. Self-attested copy of Address Proof;
 3. Cancelled Cheque;
 4. Updated Client Master List; and
 5. Self-attested copy of Passport/OCI card/ PIO card (for Foreigners/ NRI).
 6. Note: As per the applicable rules, the listed entity is obliged to pay interest/redemption amount on dematerialized securities as per the bank account details registered with DP and furnished by the concerned Depository. Therefore, investors are requested to keep their bank particulars updated with their concerned DP.

- In case claim is made by legal heir(s), where the securities are held in single name without nomination, the following documents are required to be submitted:

- a) A notarized affidavit (Annexure B) from all legal heir(s) made on non-judicial stamp paper of appropriate value, to the effect of identification and claim of legal ownership to the securities.

However, in case the legal heir(s)/claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letter of Administration as may be applicable in terms of Indian Succession Act, 1925 or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, an affidavit from such legal heir(s)/claimant(s) alone shall be sufficient.

- b) Duly signed transmission request form by the legal heir(s)/claimant(s).
- c) Original death certificate or copy of death certificate attested by the legal heir(s)/claimant(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a Gazetted Officer.
- d) Self-attested copy of PAN of the legal heir(s)/claimant(s).
- e) A copy of Succession Certificate or Probate of Will or Will or Letter of Administration or Court Decree as may be applicable in terms of Indian Succession Act, 1925 or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, attested by the legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer.

In case where a copy of Will or a Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall be accompanied with a notarized indemnity bond from the legal heir(s) /claimant(s) to whom the securities are transmitted, in the format as specified by SEBI, from time to time.

In case where a copy of Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority is submitted, the same shall also be accompanied with a No Objection from all non- claimants, stating that they have relinquished their rights to the claim for transmission of securities.

- f) For cases where value of securities is up to Rs. 5 lakhs (in case of securities held in physical mode), and up to Rs. 15 lakhs per beneficial owner in case of securities held in dematerialized mode, as on date of application, and where the documents mentioned in para (e) are not available, the legal heir(s) /claimant(s) may submit the following documents:
- i. No objection certificate from all legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all the legal heirs duly attested by a notary public or by a Gazetted Officer; and
 - ii. Notarized indemnity bond (Annexure C) made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent/ listed entity, in the format as specified by SEBI, from time to time.

Investors whose unclaimed or unpaid amount has been transferred to Investor Protection Education Fund (IPEF) provide it remains unclaimed for a period of 7 years, may claim their refunds to the Bank following the same procedure and documentation as mentioned above.

Information pertaining to the Designated Nodal Officer, unclaimed amount, Claim Forms (Annexure A) along with necessary documents, format of indemnity etc. are made available on the Banks website <https://www.bankofbaroda.in> under the tab "Shareholders Corner".

Annexure A

(FORMAT OF APPLICATION FOR CLAIMING UNPAID PRINCIPAL / INTEREST ON BONDS)

The Company Secretary

Investor Services Department,
Bank of Baroda,
7th floor, Baroda Corporate Centre
C-26, G-Block Bandra Kurla Complex
Bandra (East) Mumbai 400 051

Date: _____

Tel: 022 - 6698 5731 / 5743

E-Mail: investorservices@bankofbaroda.com

Dear Sir/Madam,

Bank of Baroda - Unpaid Principal/Interest on Bonds

I/We _____, Bondholder(s) of the Bank request you to pay my/our Unpaid Principal/Interest on Bonds for the year _____. I / We am/are providing the following information and supporting documents to enable you to do the needful.

1	Security Holder's Name	
2	Folio No /DPID-Client ID/Client ID No.	
3	Number of Units	
4	E Mail id	
5	Mobile Number / Phone Number (with STD code)	
6	PAN Number (Income Tax)	
7	Bond ISIN No	
8	Payee's Name (Same as Security Holder's Name)	
9	Payee's Bank Account Number and Type of Account for getting Principal/Interest Payment	
10	Name of the Bank and Branch	
11	IFSC Code (Given on the Cheque Leaf)	
12	MICR Code (Given on the Cheque Leaf)	
13	Reason for Revalidation of Principal/Interest Payment Request	

The Bondholders should also enclose a copy of (i) Cancelled Cheque Leaf and (ii) PAN Card.

Thanking you,
Yours faithfully,

Signatures of All Shareholders

Name:

Address:

Our Registrar and Transfer Agent: **M/s KFin Technologies Ltd. Unit: Bank of Baroda, Selenium Building, Tower-B Plot No 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddy, Telangana-500 032. Email: einward.ris@kfintech.com**

For Office Use Only:

Principal/Interest Paid on	Amount	Date	UTR No. / Transaction Ref. No

Annexure B

AFFIDAVIT

(To be stamped as per the Stamp Act applicable to the State)

I/We _____ S/D/O _____ residing at _____
_____ and _____
_____ S/D/O _____ residing
at _____ do hereby make

oath*/solemnly affirm and say as follows:

1. That Shri/Smt./Kum. _____ (Name of the deceased) hereinafter, referred to as "the deceased" died intestate on _____ at _____
2. That we know the deceased and his/her family since the last _____ years.
3. That at the time of his death the deceased left surviving him/her the following persons who according to the law by which they are governed, are the only legal heirs of the deceased entitled to succeed to the estate of the deceased on an intestate succession:
4. That I am not related in any manner whatsoever to the deceased or any of the above-mentioned persons nor have we any claim or interest of whatsoever nature in the estate of the deceased.
5. That we are informed, and we verily believe that the deceased has left certain deposits*/ assets with the _____ Bank _____ branch, to which the above-mentioned persons are entitled to claim.
6. That we are making this solemn declaration sincerely and conscientiously believing the same to be true and with full knowledge that it is on the strength of this declaration that the _____ Bank _____ branch, has agreed at our request to make payment of the amount of the deposits/ to deliver the assets to the above mentioned persons without insisting on production by them of a grant of legal representation to the estate of the deceased from a competent Court.

Sworn*/ solemnly affirmed at this _____ day of _____

1. _____

2. _____

in the presence of _____ before me

*(Delete whichever is inapplicable)

Judge / Magistrate / Notary

Annexure C

LETTER OF INDEMNITY

(To be duly stamped as per the Stamp Act applicable to the State)
(Letter of Indemnity with respect to payment of Balance in the Deceased Constituents Account without production of Legal representation)

The Company Secretary
Investor Services Department,
Bank of Baroda

IN CONSIDERATION of your paying or agreeing to pay us,

**Insert here the names
of the claimants**

1. _____
2. _____
3. _____
4. _____
5. _____

The sum of Rupees _____ standing at the credit of Interest / Redemption amount on non-convertible securities with your Bank in the name of Shri/Smt./Kum. _____ since deceased, without production of Letter of Administration or a Succession Certificate to his/her estate, we

Insert here the

Name of the suret(y/ies) _____

do hereby for ourselves and our heirs, legal representatives, executors and administrators, jointly and severally UNDERTAKE AND AGREE to indemnify you and your successors and assign against all claims, demands, proceedings, losses, damages, charges and expenses which may be raised against or incurred by you by reasons or in consequence of your having agreed to pay / or paying me / us the said sum as aforesaid.

Signed, Sealed and delivered by the above named on this _____ day of _____ two thousand _____.

SIGNED AND DELIVERED by the above named

1. _____ 2. _____ 3. _____
4. _____ 5. _____

(Heirs/claimants of the deceased)

SIGNED AND DELIVERED by the above named

1. _____ 2. _____

(Sureties)