

FREQUENTLY ASKED QUESTIONS (FAQs)
FOR SHAREHOLDERS HOLDING SHARES IN PHYSICAL FORM

Address of Deptt.	Address Of RTA
Shares & Bonds Department, SBI Corporate Centre, 14th Floor, State Bank Bhavan; Madam Cama Road, Nariman Point, Mumbai-400021 Email : investor.seva@sbi.co.in Conatct No.: 022-22740841/2/3/4/5/6, 22742403, 22741431	KFin Technologies Limited Unit: State Bank of India Selenium Tower B, Plot 31 & 32, Financial District, Nanakramguda, Hyderabad - 500 032 Email: einward.ris@kfintech.com Toll free: 1800 309 4001 Website: www.kfintech.com

Sr. No.	Question/Query	Reply
1	What are the basic requirements for demat of shares?	There are following two basic requirements for demat of shares 1. Shares of face value of ₹1 2. Opening of demat account with any DP
2	Can I sell the shares without converting to Demat form?	No, transfer (trading) of physical shares has been banned by SEBI w.e.f. 01.04.2019.
3	I have shares in joint names however the one of the joint holder has expired. How to proceed?	Regarding deletion of name of deceased shareholder(s), please send the following duly completed documents to Bank's RTA. 1. Name deletion form (as attached) 2. BIF (as attached) along with documents mentioned therein 3. ₹ 1 share certificate in original 4. Original/ copy of Death Certificate attested by Notary/Gazetted Officer
4	My name in demat account is in abbreviated form and on share certificate in full or vice versa. Will my demat request will be rejected?	your demat request will not be rejected.

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5	<p>What action to be taken for name correction in following cases.</p> <ul style="list-style-type: none"> • Has been misspelt on the share certificate. • Split share certificate has been issued in single name whereas shareholders had applied in joint names. • Shareholder had applied in single name, however, the name has been printed twice on the certificate, looking like joint holding. • Shareholder had applied in single name; however, the certificate carries more than one names. 	<p>In such cases, please send a simple request letter to RTA along with share certificate in original. RTA will verify with record/ the share application submitted by the shareholder and in case the shareholder(s)' claim is found to be tenable, name will be corrected on the share certificate without demanding any document/affidavit from the shareholder.</p>
6	<p>Name has changed consequent upon marriage/divorce/re-marriage. How to proceed?</p>	<p>Notary certified copy of marriage certificate/divorce decree needs to be submitted to RTA along with share certificate in original for necessary name correction. If the same is not available, shareholder may be advised to send scanned copy of Aadhar/Passport (in addition to PAN) in mail to bank's RTA seeking guidance.</p>
7	<p>Mismatch of name in PAN card vis-à-vis name on share certificate. What to do?</p>	<p>Notary certified copy of Aadhar/Passport (in addition to PAN), supporting difference in name along with affidavit for name correction to be submitted to RTA along with share certificate</p>
8	<p>When did SBI issue shares and what was the face value?</p>	<p>State Bank of India issued Shares of face value ₹100 through Public Issue on 04.02.1959</p> <ol style="list-style-type: none"> Initial Public Offering (IPO) of shares: 25.02.1994 - Face value ₹10 Right Issue of shares: 29.03.2008 - Face value ₹10 in the ratio of 1:5 at a premium of ₹1580/-

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9	When were the shares converted to face value of ₹10 from face value of ₹100?	Shares of face value of ₹100 were split to face value of ₹10 in 1994.
10	When were the shares converted to face value of ₹1 from face value of ₹10?	Shares of face value of ₹10 were split to face value of ₹1 on 22.11.2014.
11	How can a shareholder get his share converted from face value of ₹100 to face value of ₹10?	Shares of face value of ₹100 were required to be submitted to the Registrar and then shares of face value of ₹10 were dispatched to the registered address of the shareholder.
12	I/we are holding shares of face value of ₹10. How to get shares of face value of ₹1 ?	Shares of face value of ₹10 were not required to be submitted to RTA and face value of ₹1 shares on split to ₹1 were dispatched to the registered address of the shareholder, suo moto.
13	I have shares of face value of ₹100, do I need to first convert those to face value of ₹10 and then apply for shares of face value of ₹1?	No, Shareholder can directly convert shares from face value of ₹100 to face value of ₹1 by submitting earlier shares to RTA and requesting them to forward them the new shares.
14	I have lost my ₹1 shares; how do I obtain new shares?	For issuance of duplicate shares, you are required to go through a laid down procedure and the same is available on our website bank.sbi under the link https://bank.sbi/web/investor-relations/shareholder-bond-holder-information
15	I have changed my address; how do I change with RTA?	For change of address, you need to submit ISR Forms along with documents mentioned therein to RTA
16	I want to change my signature, or I receive correspondence several times that my signature does not tally. Let me know the procedure.	For change of signature, ISR-2 form needs to be submitted to RTA, which can be obtained from either Shares and Bonds Department or RTA.
17	From whom I should get signature attested	Bank where account is maintained
18	I need to transfer my physical shares to another person. What is the process?	Transfer of physical shares has been banned by SEBI w.e.f. 01.04.2019.

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19	What is dematerialization?	Conversion of physical shares to demat form is dematerialization. It is important that Physical shares need to be dematerialized since holding of securities in physical form is fraught with risk of misuse by miscreants, loss due to theft, wear and tear, misplacement and most importantly SEBI mandated that request for effecting transfer of security shall not be processed unless the securities are held in dematerialized form with a Depository w.e.f. 01.04.2019
20	I do not have a demat account. DO we need it for dematerialization of physical shares?	If shareholder does not have a Demat account, he needs to open the same.
21	Where demat account can be opened?	Demat account can be opened with a Depository Participant (DP)
22	Can you please tell me about Depository Participant (DP)?	There are several DPs where accounts can be opened. Details can be sought on internet.
23	Does any subsidiary of SBI opens and maintains demat accounts?	SBI's subsidiary, SBICAP Securities Ltd (SSL) is opening and maintaining Demat accounts. For opening the Demat account, shareholder can contact them or visit their offices.
24	Are there any charges levied by DP for opening/ maintaining/ transactions?	Yes, there are charges levied by DP for opening /maintaining/transactions which varies from DP to DP. However, SSL provides some relaxation in charges to staff.
25	What are the expected timeline in which shares are dematerialized after submission to DP?	If documents and signature of shareholders are in order, demat of shares will be effected by RTA within 2 weeks from the date of dispatch of DRF by DP to RTA.
26	What is the internet site of SBICAP Securities Limited?	The internet site of SBICAP Securities Limited is: https://www.sbisecurities.in
27	Where can the contact numbers/offices of SBICAP Securities Limited be obtained?	This can be obtained from https://www.sbisecurities.in/contact-us

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28	Please explain the procedure of dematerialization of shares from physical form.	<p>After account is opened, for Dematerialisation of shares, Demat Request Form (DRF) is required to be filled in and ₹1 shares certificate(s) are required to be handed over to the DP where Demat account is maintained.</p> <p>Shares will get converted into electronic form and will automatically be credited to shareholders Demat Account after verification by DP and RTA through the below mentioned process:</p> <ul style="list-style-type: none"> • The DP will intimate the Registrar & Transfer Agent (RTA) of the Bank of the request submitted by the shareholder(s) through the electronic system of NSDL/CDSL. • The DP will also submit the share certificate(s) and the DRF, submitted by shareholder(s) to the Registrar & Transfer Agent (RTA) of the Bank. • The Registrar & Transfer Agent (RTA) of the Bank after validation of the request will update the Register of Members and confirm to the Depository. • The Depository will credit the DP's account. • The DP will credit respective DEMAT account. <p>The Dematerialisation Request Form (DRF) can be downloaded from SSL site https://www.sbisecurities.in under sub-head "downloads".</p> <p>ALL THESE ARE SUBJECT TO TALLYING OF RECORDED SIGNATURE, BOTH WITH THE DP AND RTA.</p>
29	I have my demat account in single name. Can I convert that to joint account and vice versa?	No, account in single name cannot be converted to joint account, shareholder needs to open a separate account in joint name and vice versa.

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30	What are the benefits of dematerialization of shares?	<p>The benefits of dematerialization of shares are:</p> <ul style="list-style-type: none"> • holding of securities in physical form is fraught with risk of misuse by miscreants, loss due to theft, wear and tear, misplacement and most importantly SEBI mandated that request for effecting transfer of security shall not be processed unless the securities are held in dematerialized form with a Depository w.e.f. 01.04.2019 Reduction in risks associated with holding securities in paper form such as theft, damage due to fire, wear & tear etc., bad delivery in settlement process, fake / Forged securities etc. • Change in address recorded with DP gets registered electronically with all companies in which investor holds securities eliminating the need to correspond with each of them separately; • Transmission of securities is done by DP eliminating correspondence with companies; • Holding investments in equity, debt instruments and Government securities in a single account; • Automatic credit into demat account, of shares, arising out of bonus/ split/consolidation/ merger etc;
31	What are the pitfalls/ risks of not maintaining the shares in Demat form?	<p>The pitfalls/ risks of not maintaining the shares in Demat form are:</p> <ul style="list-style-type: none"> • It is exposed to risks such as theft, damage due to fire, wear & tear, misplace etc. • In case of merger / rights issue / split / consolidation of shares, the shares have to be delivered physically which increases the risk of loss in transit or going to wrong hands. • In near future SEBI may consider to stop maintaining shares in physical form, like they did for IPO issues.

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		<ul style="list-style-type: none"> • In case physical shares remain unclaimed along with the dividend for more than seven years then the Co. is required to transfer the same to IEPF A/c (Investor Education and Protection Fund) and to claim such shares from Government of India is a cumbersome process.