

WHEN WAS SBI LIFE FOUNDED?

SBI Life Insurance Company Limited was established in 2001, as a joint venture between State Bank of India and BNP Paribas Cardif S.A. SBI Life has an authorized capital of Rs 2,000 crores and a paid- up capital of Rs 1,000 crores.

WHERE IS SBI LIFE LOCATED?

SBI Life's corporate office is in Mumbai and has a widespread network of branches office across India. Please refer Branch locator section on our website i.e. www.sbilife.co.in

WHAT IS THE ADDRESS OF SBI LIFE'S REGISTERED OFFICE?

The mailing address of SBI Life registered office is:

"Natraj", M.V. Road & Western Express Highway Junction, Andheri (East), Mumbai – 400 069

Tel: 91 22 6191 0000

Fax: 91 22 6191 0517

WHEN DID SBI LIFE HAD ITS INITIAL PUBLIC OFFER (IPO)?

SBI Life made an initial public offer in September 2017 and its shares were listed in India on the National Stock Exchange of India Limited (NSE) and the BSE Limited (BSE) on October 3, 2017.

IN WHICH STOCK EXCHANGES ARE SBI LIFE'S SHARES LISTED AND WHAT ARE THE CODES?

SBI Life's equity shares are listed in India on the National Stock Exchange of India Limited (NSE: SBILIFE) and the BSE Limited (BSE: 540719) and SBI Life's ISIN Code is INE123W01016.

WHEN DOES SBI LIFE'S FINANCIAL YEAR END?

SBI Life follows financial year that begins on April 01 and ends on March 31.

WHO IS REGISTRAR AND SHARE TRANSFER AGENT OF SBI LIFE?

SBI Life Insurance Company Limited (“the Company”) has appointed M/s. KFin Technologies Limited (“KFintech”) as its Registrar and Share Transfer Agent (“the Registrar/RTA”). All the matters related to the shares of the Company such as transfer, transmission, dematerialization, rematerialisation, dividend, change of address etc. and related correspondence and queries may be address to:

M/s KFIN Technologies Limited,

301, The Centrium, 3rd Floor,
57, Lal Bahadur Shastri Road,
Nav Pada, Kurla (West),
Mumbai - 400070, Maharashtra,
In / dial Tel: (022) 46170911
Toll Free no.: 1800-3094-001
Email: einward.ris@kfintech.com

SHAREHOLDERS RIGHTS

The Company has always ensured that the interests of its shareholders are served with the highest priority in line with its objectives and principles. It has consistently ensured that shareholders are empowered and has always endeavoured to honour their statutory rights, some of which are listed below –

- Transfer of shares or transmission of shares
- Nomination of shares and raise grievances, if any and seek a solution
- Be informed through timely and correct disclosures
- Receive financial statements, reports and notices convening general meetings prior to the date of the concerned general meetings and in accordance with stipulated regulations
- Participate and vote in General Meetings either in person or in proxy or through corporate representation or through audio-visual means as permissible
- Vote where a resolution is sought to be passed through postal ballot
- Receive Dividends and other corporate benefits like rights, bonus etc. once declared and approved
- To inspect statutory registers and documents as permitted under law
- Other rights are as specified in the statutory enactments

- In accordance with the applicable laws, the Company provides the facility of remote e-voting to its shareholders, in respect of all shareholders' resolutions. The e-voting facility is also extended at the venue of the general meeting for shareholders who have not casted their votes through remote e-voting. E-voting operates on the principle of 'One Share-One Vote'.
- When a resolution is assented to by a requisite majority of shareholders, it shall be deemed to have been duly passed.

DO'S AND DON'T WHILE DEALING IN SECURITIES MARKET

Do's

- Deal only through SEBI registered intermediaries.
- Invest based on sound reasoning after considering all publicly available information on fundamentals.
- Beware of the false promises and to note that there are no guaranteed returns on investments in the Stock Market.
- Give clear and unambiguous instructions to your broker/ sub-broker / DP.
- Be vigilant in your transactions.
- Insist on a contract note for your transaction.
- Verify all details in the contract note, immediately on receipt.
- Always settle dues through the normal banking channels with the market intermediaries.
- Scrutinize minutely both the transaction and the holding statements that you receive from your DP.
- Register e-mail address to receive all documents, notices, including Annual Reports and other communications of the Company in electronic form.
- In case of complaints, approach the right authorities for redressal in a timely manner.
- In case you are not transacting frequently make use of the freezing facilities provided for your demat account.
- Deliver the shares in case of sale or pay the money in case of purchase within the time prescribed.
- Be aware of your rights and responsibilities.

Don't

- Don't undertake off-market transactions in securities.
- Don't deal with unregistered intermediaries.
- Don't be misled by rumours circulating in the market.
- Don't blindly follow media reports on corporate developments, as some of these could be misleading.
- Don't hesitate to approach the proper authorities for redressal of your doubts / grievances.
- Don't leave signed blank Delivery Instruction Slip's (DIS's) of your demat account lying around carelessly or with anyone.
- Do not sign blank DIS and keep them with DP or broker to save time.

DEMATERIALIZATION OF SHARES

Dematerialisation is the **process by which a client can get physical certificates converted into electronic balances**. An investor intending to dematerialise its securities needs to have an account with a Depository Participants (DPs). The basic agenda is to smoothen the process of buying, selling, transferring and holding shares and also about making it cost-effective and foolproof.

Two depositories called Central Depository Services India Limited (CDSL) and National Securities Depository Limited (NSDL) are registered with the Securities and Exchange Board of India (SEBI).

❖ Transfer of shares only in dematerialised form

The Stock Exchanges have issued circulars to Listed Companies pursuant to amendment to Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Amendment) (Circular No. LIST/COMP/15/2018 dated July 05, 2018 and NSE/CML/2018/26 dated July 09, 2018 (Circulars)), instructing the listed companies and their registrar and share transfer agents (RTA) to ensure that with effect from December 5, 2018, the request for transfer of share(s) shall be effected only for the share(s) which are held in dematerialised form. The Circulars may be accessed from the websites of BSE Limited (BSE) and National Stock Exchange of India Limited (NSE); they are also provided herewith for reference.

Accordingly, no request for transfer of securities will be accepted by the Company and/or the RTA for transfer of securities held in physical form with effect from December 5, 2018.

Shareholders are therefore advised to get in touch with any Depository Participant (DP) registered with Securities and Exchange Board of India (SEBI) to open a demat account or dematerialise the share(s). They may also visit website of depositories (link provided below) viz., National Securities Depository Limited (NSDL) or Central Depository Services Limited (CDSL) for further understanding about the demat procedure:

- NSDL website: <https://nsdl.co.in/faqs/faq.php> (dematerialization)
- CDSL website: <https://www.cdslindia.com/Investors/faqs.html> (dematerialization)

To avoid any inconvenience in future for transferring the share(s) held in physical form, kindly arrange to dematerialise share(s) held in physical form at the earliest.

❖ **Benefit of Dematerialisation**

- Easy and convenience
- Fund Transfer
- Safe and Secure
- Nomination Facility
- Paperless
- Avail Loan Facility
- Easily Traceable
- Ease in receiving Corporate Benefits etc.

❖ **What are the documents which I need to submit to the Company in case the request for dematerialisation of my shares submitted to the DP is rejected?**

The RTA may reject your request for dematerialisation of shares received by it from the DP in case your details viz, signature name, address etc. does not match with the records of the Company.

The list of documents required to be submitted by you to the RTA in such instances is as below:

- Self-attested copy of the proof of old and new address of the shareholder.
- Bank statement / passbook attested by the banker where dividends are encashed.
- Signature and address verified by the Banker on their letterhead, along with cancelled cheque with name printed on it of the same bank account and any self-attested copy of proof of address (valid Passport / Aadhaar Card / Driving License / Voter's id card) / identity and duly notarised affidavit on stamp paper of ₹ 100 for current signature, as per format provided by RTA.

- Duly notarised copy of the Marriage Certificate/ Govt. Gazette Notification for name variation.
- Duly notarised affidavit on stamp paper of ₹ 100 for name variation.
- Newspaper cutting of the public notice for name variation in English and vernacular
- Newspapers in the region of my residence along with duly notarised affidavit on stamp paper of ₹ 100 for name variation.

CHANGES IN ADDRESS/ OTHER PERSONAL DETAILS

❖ How can I record a change in my address?

In case you hold shares in physical form, please submit your application in writing duly signed by all the shareholders, quoting your folio number, old address, new address along with a self-attested copy of the proof of new address.

For processing the request for change of address or address is not available in the folio, then the RTA shall obtain the following documents:

- Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License / Flat Maintenance bill where additional self-attested copy of identity proof of the holder/claimant may be obtained to process the request;
- Utility bills like Telephone Bill (only land line), Electricity bill or Gas bill - Not more than 3 months old;
- 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;
- For FII / sub account, Power of Attorney given by FII / sub-account to the Custodians (which are duly notarized and / or apostilled or consularised) that gives the registered address should be taken;
- Proof of address in the name of the spouse where additional self-attested copy of identity proof of the holder/claimant may be obtained to process the request;
- Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.

In case you are holding the shares in Demat form, request for change of address should be addressed to your DP only.

❖ **Can my Power of Attorney (POA) holder submit an application to effect a change in my address?**

Yes, if the POA has been registered with the Company / RTA, and if such POA contains a provision authorizing him/her to instruct companies to record change in your address. In case the POA has not been registered, POA holder is required to submit a certified true copy of the POA along with his application for effecting change in your address.

❖ **Can there be multiple addresses for single folio?**

No. There can only be one registered address for one folio.

❖ **How can I update my other personal details?**

Since the Shares are in electronic (demat) form, you may kindly approach your Depository Participant (DP) for incorporating such changes in your holdings in their records.

All further transactions can necessarily be changed/updated only by your DP. These can relate to one or more of the following changes:

1. Change of bank details for receiving dividends.
2. Incorporation of ECS for receiving dividends electronically
3. Change in residency status.
4. Incorporation of PAN numbers.
5. Incorporation of Nomination.
6. Transfer of shares or effecting transposition of names of shares holders.

In case of any corporate action like payment of dividends etc., the company will take your shareholding details from your DP account through data download from the Depositories i.e. NSDL/CDSL.

NOMINATION FACILITY

❖ **What is nomination facility?**

This facility is mainly useful for individuals holding shares in sole name. In the case of joint holding of shares by individuals, nomination will be effective only in the event of death of all joint holders. Nomination refers to the act of nominating a person in whom the shares would vest in the event of unfortunate death of the nominator (shareholder).

❖ **What are its advantages?**

Notwithstanding anything contained in any other law or any testamentary deposition or otherwise, in respect of the shares, where a nomination has been made in accordance with the provisions of Companies Act, 2013 or any modifications thereof, on the death of the shareholder, (or in case of joint holdings, on the death of all the joint holders), the Nominee shall become entitled to the rights in relation to such shares held by the deceased shareholder(s), to the exclusion of all other persons unless the nomination is revoked.

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

The procedure for making nomination with regard to shareholding in physical form is as follows:

- Submit the Nomination Form (SH-13) in duplicate, duly filled and signed by all the shareholders.
- However, if the shareholder(s) hold(s) shares in more than one folio; but in different order of names or hold in joint names in more than one folio in different combination of names, then they can appoint different nominees under each folio.
- On receipt of the request for registration of nomination, RTA will register the same by allotting a registration number.
- The duplicate copy of the nomination form will be returned to the shareholder(s) indicating the registration number and the date of registration of nomination.
- In case of dematerialised shares, your nomination has to be recorded with your Depository Participant.

❖ **Can a nomination made be changed? What is the effect of nomination upon transfer of shares?**

Yes, a nomination once made can be revoked by making a fresh nomination. In case joint shareholders have made a nomination, and one of them expires, the surviving shareholder(s) can make a fresh nomination. Further, upon transfer of shares, the nomination stands automatically rescinded.

Shareholders may cancel/vary nomination made by them by submitting Form (SH – 14), duly filled in and signed, to the RTA.

❖ **What is the procedure for transfer of shares in favour of the Nominee?**

The procedure for transfer of shares in favour of the Nominee is as follows:

Upon death of the shareholder or the joint holders, as the case may be, the Nominee would be required to furnish the following documents in addition to any other documents as may be required by the RTA for the purposes of identification.

- Request letter from nominee.
- Certified true copy of death certificate of the shareholder(s).
- Proof of date of birth of the Nominee, in case the Nominee is a minor.
- The original share certificate(s).
- Self-attested copy of PAN card and address proof of nominee.

PAYMENT OF DIVIDEND

❖ **What action can a shareholder take in case he/she has not received his/her dividend?**

You may send a letter or an email to our RTA furnishing the particulars of the dividend not received, quoting your folio number or Depository Participant ID & Client ID (in case of demat shares). RTA will check their records and request the dividend paying banker for a Demand Draft if the dividend shows unpaid in the records of the Company.

❖ **Can one claim dividends relating to past years that have not been received by them?**

As per the Companies Act 2013, the Company maintains all unpaid/unclaimed dividends for the past seven years. If you have not received any of these dividends, you may send a letter or email to our RTA with relevant particulars like folio number, concerned dividend, etc., and we shall arrange to pay the dividend if it remains unpaid in our records.

In case the dividend pertains to periods earlier than 7 years, these cannot be claimed from Company as they would have been already transferred to the Investor Education and Protection Fund (IEPF). The unclaimed dividend transferred to IEPF can be claimed from IEPF Authority through filing of Form IEPF-5.

UNCLAIMED / UNPAID DIVIDEND

❖ What are the Statutory provisions governing unclaimed dividend?

As per provision of sub section (1) of section 125 of the Companies Act, 2013 and the Rules made thereunder, the Company is required to transfer Unpaid Dividend amount remained unclaimed and unpaid for a period of 7 years from the due date(s) to the Investor Education and Protection Fund (IEPF) set up by the Central Government. The Company sends a communication to the concerned shareholders well in advance, advising them to lodge their claim with respect to unclaimed dividend in the year in which the dividend is due for transfer to IEPF. Investors are requested to note that they can claim dividend transferred to IEPF Authority in accordance with the provisions of Section 125 of the Companies Act, 2013.

❖ Where do I get information about my unclaimed dividends?

Shareholders can view the status of their unclaimed dividends, under the tab “Shareholders Information>>Unclaimed Dividend” on the following link – <https://www.sbilife.co.in/en/about-us/investor-relations>

The detail contains the requisite information relating to name of the shareholder, unclaimed dividend amounts, DP ID & Client ID. The dates on which dividends will be transferred to the IEPF have been indicated in the latest Annual Report of the Company, in the Corporate Governance Section.

In case of any difficulty accessing the details, please feel free to contact the Secretarial Department of SBI Life (investor@sbilife.co.in), who will assist you with the requisite information.

❖ Can I claim old dividends relating to past years that I have not received?

Shareholder can claim their all unclaimed/unpaid dividend of past 7 years from the Company by writing to the Company/ RTA. However, as per the Companies Act, 2013, dividends that are unclaimed for a period of more than seven years, statutorily get transferred to the Investor Education and Protection Fund (IEPF) administered by the Central Government and thereafter can be claimed by investors from the Authority. To ensure maximum disbursement of unclaimed dividend, the Company sends reminders to the concerned investors, before transfer of dividend to IEPF.

❖ **Who is the Nodal Officer for IEPF related provisions?**

The Board of Directors of the Company has appointed **Mr. Sangramjit Sarangi, President & Chief Financial Officer** as Nodal Officer for IEPF related provisions. For any query related to IEPF, you may write to investorrelations@sbilife.co.in

ELECTRONIC INTERFACE FOR PROCESSING QUERIES, COMPLAINTS AND SERVICE REQUEST

In addition to responding to queries, complaints and service request through hard copies, the RTA shall also process the same received through e-mails, provided that it is received from the e-mail address of the holder which is already registered with the RTA. Additionally, in the case of service requests, the documents furnished shall have e-sign of the holder(s) / claimant(s). Service request can also be process through on-line portal of RTA.

The RTA shall also use the electronic / on-line mode for communicating with the holder / claimant for speedier processing.

OTHER MODE OF REDRESSAL

The Board of Directors of the Company has constituted a Stakeholders' Relationship Committee ("The Committee") which reviews all matters connected with securities transfers and other processes, if any. The Committee also looks into redressal of members' complaints related to transfer of shares, non-receipt of balance sheet, non-receipt of declared dividend etc.

WHAT IS "ONLINE DISPUTE RESOLUTION PORTAL" (ODR) ?

ODR or SMART ODR is a platform built by the 7 Market Infrastructure Institutions - NSE, BSE, MSE, CSDL, NSDL, MCX & NCDEX. The platform seeks to make it easier than ever to resolve disputes related to the securities market using ODR institutions.

In case you have tried resolving your dispute with an Intermediary, but are dissatisfied with the resolution, you can file the dispute on SCORES which is SEBI's investor grievance redressal portal. If you are further dissatisfied with the resolution on SCORES, you can file the dispute on SMART ODR and your dispute will be redressed within 90 days. Also, you can use SMART ODR to track your case as it progresses through the dispute resolution cycle.

A link to access ODR Portal is <https://smartodr.in/login>

MISCELLANEOUS

As per SEBI Circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/655 & SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/687 dated November 3, 2021 and December 14, 2021 respectively, laid down Common and Simplified Norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination and clarification issued from time to time. In terms of the circular, w.e.f. January 1, 2022, RTA will not process any service request or complaint from the shareholder(s)/claimant(s), unless PAN, KYC and Nomination documents/details are available.

- RTA shall process all investor service requests by accepting the duly filled up request **Form ISR-1**. Based on investors request, RTA shall update the PAN and KYC details across all the folios of the holder managed by it, upon specific authorization for the same from the holder, as provided in form.
- RTA shall update the folio(s) of the holder with the information on 1) present address, 2) bank details, 3) E-mail address and 4) mobile number from the details available in the Client Master List (CML), if the holder / claimant provides the CML.
- In case of major mismatch in the signature of the holder as available in the folio of the RTA and the present signature or if the same is not available with the RTA, then the holder / claimant shall furnish original cancelled cheque with name of the security holder printed on it / Bank Passbook / Bank Statement attested by the Bank, and Banker's attestation of the signature as per **Form ISR-2**.
- It shall be mandatory for all holders of physical securities in listed company to furnish the following documents / details to the RTA;
 - a) PAN
 - b) Nomination (for all eligible folios)
- Nomination details shall be furnished hard copy or through electronic mode with e-signature, separately for each company, as follows either:
 - 1) Nomination through **Form SH-13** as provided in the Rules 19 (1) of Companies (Shares capital and debenture) Rules, 2014 or
 - 2) 'Declaration to Opt-out', as per **Form ISR-3**
"Provided that, Form SH13 (nomination form) / ISR 3 (opting out) shall be sent out to the target security holder accounts in the following phases:
Phase 1: January 1, 2022 onwards – Single account holders
Phase II: April 1, 2022 onwards – Joint account holders
- In case of cancellation of nomination by the holder(s) through **Form SH-14**, then 'Declaration to Opt-out' shall be provided by the holder(s)
- Securities holder(s) can change their nominee through **Form SH-14**



- From January 1, 2022, the RTAs shall not process any service requests or complaints received from the holder(s) / claimant(s), till PAN, KYC and Nomination documents/details are received

The relevant forms as mentioned above are available on the Company's website www.sbilife.co.in and RTA's website i.e. www.Kfintech.com

Apart from above mentioned norms stipulated by SEBI vide dated Nov & Dec, 2021, operational guidelines including revised documentation, requirement of will, etc. required to be followed in case of transmission of securities.

Further, RTA and Listed entity shall strictly adhere to the formats and documentation specified through the SEBI's Circular vide dated May 25, 2022 for processing of all investors service requests related to issuance of duplicate securities.

As per SEBI Circular vide dated May 30, 2022, the partial modification done in the Standard Operating Procedure (SOP) for operationalizing the resolution of all disputes pertaining to or emanating from investor services such as transfer/transmission of shares, demat/remat, issue of duplicate shares, transposition of holders, etc. and investor entitlements like corporate benefits, dividend, bonus shares, rights entitlements, credit of securities in public issue, interest /coupon payments on securities, etc.

The provisions of SOP shall be applicable to listed companies/RTA offering services on behalf of listed companies. In case of claims or disputes arising between the shareholder(s)/ investor(s) of listed companies and the RTAs, the RTAs shall be subjected to the stock exchange arbitration mechanism. In all such instances, the listed company shall necessarily be added as a party. The modified SOP shall cover the arbitration mechanism, code of conduct of hearing, passing of award, appeal against arbitral award, records & disclosures, etc.
