



SHAREHOLDERS' REFERENCER

INDEX

Sr. No.	Particulars	Page No.
1.	About Shareholders' Referencer	4
2.	Key Information about the Company	5
3.	Corporate Action History	7
4.	Rights and Duties of the shareholders	11
5.	DOs and DON'Ts for shareholders	14
6.	Standard timelines for processing investor service requests	15
7.	Disclosures and Transparency	16
8.	Procedure and Documentation for processing of Investor Service Request: A. Dematerialisation B. Rematerialisation C. Transmission of Shares (sole holder/all the holders deceased) i. Shares held singly/jointly with nomination ii. Shares held singly/jointly without nomination D. Transmission of Shares (name deletion of either of the joint holders) E. Issuance of Duplicate Share Certificate F. Renewal of Share Certificate	18
9.	Investor Education and Protection Fund (IEPF)	48
10.	Procedure for claiming dividend and shares from the Investor Education and Protection Fund (IEPF) Authority A. When the claimant(s) is/are registered shareholder of the Company B. When the claimant(s) is / are legal heir(s) or successor(s) or administrator(s) or nominee(s) of the registered shareholder(s) of the Company i. Shares held singly/jointly with nomination ii. Shares held singly/jointly without nomination C. Issuance of Duplicate Share Certificate: When the claimant(s) (registered shareholder(s) or his/her legal heir(s) / successor(s) / administrator(s) / nominee(s)) original share certificates are lost / misplaced	50

Sr. No.	Particulars	Page No.
11.	Tech-enabled Interface of the RTA	63
12.	Grievance Redressal Framework	65
13.	Useful Information for the shareholders	66
14.	Feedback	70

ABOUT SHAREHOLDERS' REFERENCER

This referencer has been prepared to facilitate all the stakeholders of the Company more particularly existing and potential shareholders of the Company. It helps the shareholders understand the procedural requirements for making application to the Company and its Registrar and Share Transfer Agent for various nature of investor service requests like updation of information and claiming of shares and/or dividend(s).

The readers are requested to refer to the specific Acts, rules, and regulations (as amended from time to time) for exact details and clarifications and are reminded that this booklet does not purport to explain the laws or rules in force, with respect to any fact. Answers to questions involving particular facts depend upon interpretations, administrative decisions, and court actions. While every effort has been made to ensure the accuracy and completeness of the information contained, the Company assumes no liability for any errors or omission of information given above.

KEY INFORMATION ABOUT THE COMPANY

Sr. No.	Particulars	Information
1.	Corporate Identification Number	L24220MH1945PLC004598
2.	Registered Office	Asian Paints Limited 6A & 6B, Shantinagar, Santacruz (East), Mumbai – 400 055, Maharashtra, India
3.	Listing Details	
	Name of Stock Exchange(s) – Stock codes	Address
	BSE Limited (BSE) – 500820	BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001
	National Stock Exchange of India Limited (NSE) – ASIANPAINT	Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051
4.	Depositories	
	ISIN	INE021A01026
	National Securities Depository Limited (NSDL)	Trade World, A Wing, 4 th Floor Kamala Mills Compound, Lower Parel, Mumbai – 400 013
	Central Depository Services (India) Limited (CDSL)	Marathon Futurex, A-Wing, 25 th Floor, N M Joshi Marg, Lower Parel, Mumbai – 400 013
5.	Registrar and Share Transfer Agent (RTA)	MUFG Intime India Private Limited <i>(formerly Link Intime India Private Limited)</i> C-101, 1 st Floor, 247 Park, Lal Bahadur Shastri Marg, Vikhroli (West), Mumbai – 400083 Telephone: +91 810 811 8484 Fax: (022) 4918 6060 Toll-Free No.: 1800 2100 124

Sr. No.	Particulars	Information
		The details of other branches and collection centres of RTA are available on the website of the Company (www.asianpaints.com) and RTA (https://in.mpms.mufig.com).
6.	Share Capital Structure	<p><u>Authorised Share Capital:</u></p> <p>a. Equity Share Capital</p> <p>99,50,00,000 equity shares of face value of Re. 1 each</p> <p>b. Preference Share Capital</p> <p>50,000 11% redeemable cumulative preference shares of face value of Rs. 100 each</p> <p><u>Issued, Subscribed and Paid-up Capital:</u></p> <p>95,91,97,790 equity shares of face value of Re. 1 each.</p>

CORPORATE ACTION HISTORY

Dividend Payout History

The Board of Directors of the Company declares and/or recommends dividend in accordance with the Dividend Distribution Policy (“DD Policy”) approved by the Board of Directors of the Company in terms of Regulation 43A of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The DD Policy is available on the Company’s website at <https://www.asianpaints.com/DDPolicy.html>.

The DD Policy lays down the parameters to be considered by the Board of Directors of the Company prior to recommending and approving dividend, in a manner which ensures regular return on investment to the shareholders in the form of dividend and provides adequate capital for reinvesting in the business to generate wealth for all stakeholders in a sustainable manner.

The Board of Directors of the Company, considering the business & financial parameters and external factors mentioned in the DD Policy, endeavours to maintain dividend pay-out ratio between 55% to 65% of its annual standalone Profits after Tax (PAT).

Following is the dividend pay-out history of the Company:

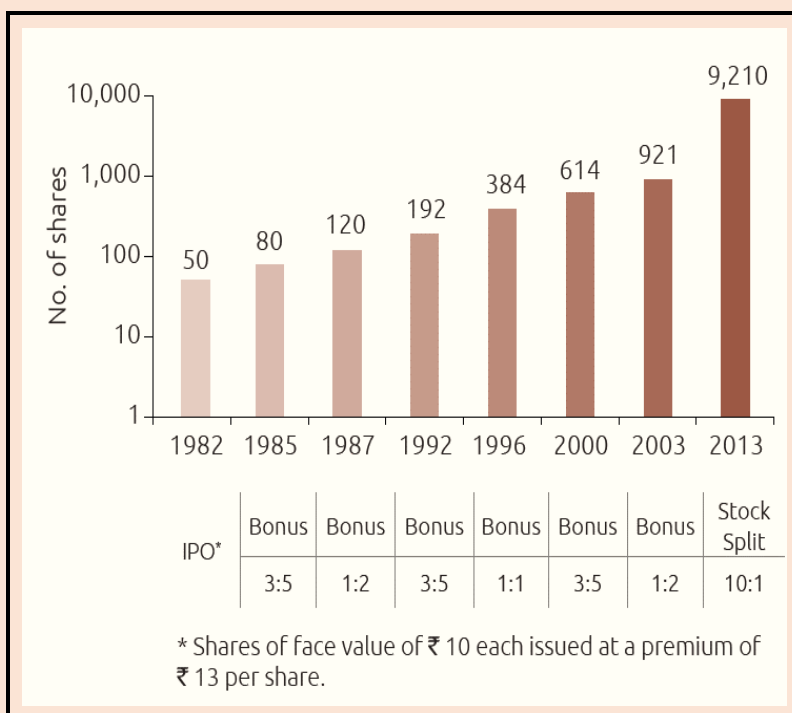
Financial Year	Type of Dividend	Face Value (₹)	Dividend (%)	Dividend per share (₹)
2000-01	Interim Dividend	10	30	3
	Final Dividend	10	40	4
2001-02	Interim Dividend	10	35	3.5
	Final Dividend	10	55	5.5
2002-03	Interim Dividend	10	45	4.5
	Final Dividend	10	65	6.5
2003-04	Interim Dividend	10	35	3.5
	Final Dividend	10	50	5
2004-05	Interim Dividend	10	40	4
	Final Dividend	10	55	5.5
2005-06	Interim Dividend	10	45	4.5
	Final Dividend	10	55	5.5
	Special dividend on the occasion of the 60 th year of the incorporation of the Company	10	25	2.5

Financial Year	Type of Dividend	Face Value (₹)	Dividend (%)	Dividend per share (₹)
2006-07	Interim Dividend	10	55	5.5
	Second Interim Dividend	10	65	6.5
	Final Dividend	10	10	1
2007-08	Interim Dividend	10	65	6.5
	Final Dividend	10	105	10.5
2008-09	Interim Dividend	10	65	6.5
	Final Dividend	10	110	11
2009-10	Interim Dividend	10	85	8.5
	Final Dividend	10	185	18.5
2010-11	Interim Dividend	10	85	8.5
	Final Dividend	10	235	23.5
2011-12	Interim Dividend	10	95	9.5
	Final Dividend	10	305	30.5
2012-13	Interim Dividend	10	95	9.5
	Final Dividend	10	365	36.5
2013-14	Interim Dividend	1	110	1.1
	Final Dividend	1	420	4.2
2014-15	Interim Dividend	1	180	1.8
	Final Dividend	1	430	4.3
2015-16	Interim Dividend	1	220	2.2
	Final Dividend	1	530	5.3
2016-17	Interim Dividend	1	265	2.65
	One - time Special Dividend for celebrating 75 years of excellence of the Company	1	200	2
	Final Dividend	1	565	5.65
2017-18	Interim Dividend	1	265	2.65
	Final Dividend	1	605	6.05
2018-19	Interim Dividend	1	285	2.85
	Final Dividend	1	765	7.65
2019-20	Interim Dividend	1	335	3.35
	Second Interim Dividend	1	715	7.15
	Final Dividend	1	150	1.50
2020-21	Interim Dividend	1	335	3.35
	Final Dividend	1	1450	14.50
2021-22	Interim Dividend	1	365	3.65
	Final Dividend	1	1550	15.50
2022-23	Interim Dividend	1	440	4.4

Financial Year	Type of Dividend	Face Value (₹)	Dividend (%)	Dividend per share (₹)
	Final Dividend	1	2125	21.25
2023-24	Interim Dividend	1	515	5.15
	Final Dividend	1	2815	28.15
2024-25	Interim Dividend	1	425	4.25

Corporate Action History, other than Dividend

Year of Issue	Type of issue	Face Value (₹)	Number of shares issued	Number of Cumulative shares
1982	Paid - up Capital (Pre - IPO)	10	-	35,00,000
1982	Public issue of shares of ₹10 each at ₹13/- per premium	10	16,85,185	51,85,185
1985	Issue of Bonus Shares in the ratio of 3:5	10	31,11,111	82,96,296
1987	Issue of Bonus Shares in the ratio of 1:2	10	41,48,148	1,24,44,444
1992	Issue of Bonus Shares in the ratio of 3:5	10	74,66,666	1,99,11,110
1996	Issue of Bonus Shares in the ratio of 1:1	10	1,99,11,110	3,98,22,220
1996	Issue of shares pursuant to merger with Pentasia Chemicals Limited in the ratio of 1:25	10	2,94,000	4,01,16,220
2000	Issue of Bonus Shares in the ratio of 3:5	10	2,40,69,732	6,41,85,952
2003	Issue of Bonus Shares in the ratio of 1:2	10	3,20,92,976	9,62,78,928
2003	Cancellation of shares pursuant to merger of Pentasia Investments Limited with the Company	10	3,59,149	9,59,17,779
2013	Sub-division of equity shares in the ratio of 1:10	1	-	95,91,97,790
Total paid-up equity share capital as on date				95,91,97,790



(Source: Company's Annual Report for the FY 2023-24)

The said graph depicts the increase in the number of Asian Paints shares as a result of the Company's bonus issues over the years and a stock split in the year 2013 in the ratio of 10:1.

For example, if an investor held 50 shares in the year 1982 during the Company's Initial Public Offer ("IPO") and continued to hold it, he/she/they would have 9,210 shares today owing to the bonus share issues and stock split.

Over the course of 42 years since the IPO, the shareholder wealth has grown at a CAGR of ~ 27%.

RIGHTS AND DUTIES OF THE SHAREHOLDERS

Rights of the Shareholders

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

- **Right to receive Information**
 - To participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
 - 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.
 - Receive correspondence from the Company.
- **Right to inspect**
 - To inspect various registers of the Company, minute books of general meetings and to receive copies thereof after complying with the requirements prescribed in applicable laws and articles of association of the Company.
- **Right to receive corporate benefits and processing of shareholder requests**
 - Receive corporate benefits like dividend, bonus shares, etc. as and when announced and declared.
 - Receive Share Certificate/Letter of Confirmation, on allotment or transmission of shares within the prescribed time.
- **Right to exercise statutory powers**
 - To exercise powers as conferred upon them in terms of the provisions of the Companies Act, 2013 and SEBI Regulations, including appointment and removal of directors and auditors.
- **Right to attend general meeting and vote**
 - Right to attend and participate in the general meetings.
 - Being informed of the rules, including voting procedures that govern the general meetings of shareholders.

- Sufficient and timely information about the date, location, and agenda of general meetings, as well as full and timely information regarding the issues to be discussed at the meeting.
- Opportunity to place items on the agenda of general meetings, ask relevant questions at the general meetings, and to propose resolutions, subject to provisions of the Act/Regulations.
- Exercise the right to vote, *inter alia*, through the facility of remote e-voting provided the Company 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.
- Vote either in person or in proxy or through corporate representation at the general meeting and demand a poll.
- Vote wherein a resolution is being sought to be passed through postal ballot.
- **Right to nominate**
 - Nomination of shares in favour of any person on whom such shares would vest upon death of the shareholder(s).
- **Right to transfer shares in dematerialised mode**
 - Free transfer of shares, in dematerialised form.
- **Right to raise grievances**
 - Raise grievances, if any and seek resolution within the prescribed timelines.
- **Right to protect minority shareholder's interest**
 - The members have the right to file a class action suit in terms of the provisions of the Companies Act, 2013 against oppression and mismanagement.

Duties of the Shareholders

- Possess a valid contract or purchase/sale note.
- Deliver securities with valid documents and proper signatures.
- Provide within a reasonable period information and documents as may be required pursuant to the requirement of law or Company's policy.
- Update the Permanent Account Number (PAN) in the physical folio/ demat account.
- Provide and always keep updated the Know Your Client (KYC) details like address, bank account details, contact details, and specimen signature in the physical folio/ demat account.

- Register Nominee or opt-out of the same by making necessary application.
- Timely encashment of the unpaid dividends.
- Maintain decorum at general meetings.
- Substantiate grievances with appropriate information/documents.
- Support the green initiative by registering email addresses to enable the Company to send all documents/notices including Annual Reports electronically.
- To disclose agreement entered with the listed entity or with a third party, solely or jointly, which, either directly or indirectly or potentially or whose purpose and effect is to, impact the management or control of the listed entity or impose any restriction or create any liability upon the listed entity within the timelines prescribed under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.
- An Insider as defined under the [SEBI \(Prohibition of Insider Trading\) Regulations, 2015](#) ('the SEBI PIT Regulations') is additionally required to comply with the Company's [Code of Conduct to Regulate, Monitor and Report Trading by Designated Persons](#) ('CoC on Insider Trading') read with the SEBI PIT Regulations.
- An 'Eligible Employee' under the Asian Paints Employee Stock Option Plan 2021 ('ESOP Plan 2021') in addition to the ESOP Plan 2021, the [SEBI \(Share Based Employee Benefits and Sweat Equity\) Regulations, 2021](#) is also required to comply with CoC on Insider Trading and the SEBI PIT Regulations.

DO'S AND DON'TS FOR SHAREHOLDERS

Dos	Don'ts
<ol style="list-style-type: none"> 1. Encash dividend/Interest regularly to avoid transfer of unclaimed amount/underlying securities to IEPF. 2. Follow up diligently and promptly if you have not received allotment intimation/ certificate / dividend / interest / TDS certificate, etc. 3. File the Form 15G/15H for non-deduction of Tax (if applicable) 4. Ensure that your PAN is registered with the RTA or Depository Participant for all your folio nos. and demat account, as the case may be. 5. Ensure nomination is registered for all your securities to smoothen the transmission. 6. Ensure that all KYC details viz. full postal address with PIN code, mobile number, e-mail address, etc. are updated to facilitate the RTA for sending communication. 7. Ensure that correct and complete Bank details are recorded with RTA or Depository Participant, as the case may be, to facilitate prompt electronic credit of dividend / interest / redemption amounts and eliminate possibility of unclaimed amounts / underlying securities being transferred to IEPF. 8. Promptly inform the RTA in writing and complete the required formalities in case of loss of securities. 9. Ensure that the documents provided for availing any investor service request are complete in all respects and keep copies of documents sent to the RTA. 10. Monitor all corporate announcements pertaining to investments made. 	<ol style="list-style-type: none"> 1. Do not keep your folios without PAN. 2. Do not keep your folios without nomination 3. Do not deal with unauthorized persons for any investor service requests, including change in / up-dation of address, e-mail address, mobile number, and bank details, releasing of shares from IEPF Authority, etc. 4. Do not share security details, viz. folio no., certificate number, distinctive number(s), bank details, specimen signature, KYC documents, etc. with any unknown person(s). 5. Always deal through a SEBI Registered Intermediary. 6. Verify your Demat Account statement on regular intervals.

STANDARD TIMELINES FOR PROCESSING INVESTOR SERVICE REQUESTS

The Company's RTA follows the turnaround time mentioned below for the performance of the investor service requests/grievance(s):

Nature of Service	Timeline (Number of days)
A. Investor Service Request	
Processing of transmission request	21
Processing of issue of duplicate security certificate request	30
Processing of dematerialization request	15
Processing of remat request	30
Processing of transposition request	15
Processing of request for change in /updatation of	
a. Name	30
b. Signature	30
c. Nomination	30
d. Contact details (address, e-mail address and mobile number)	15
e. Bank account details	15
f. Processing of request for updatation of PAN	15
Processing of revalidation request of dividend / interest / redemption instruments and remitting to the shareholders bank account	24
B. IEPF Related	
Processing of request for issuance of Entitlement Letter	30
Filing of E-Verification Report by the Company upon receipt of claim in Form IEPF-5	30
C. Grievance Redressal	
Redressal of investor grievance	21
D. Request for Information	
Providing response to the inquiries and request for information of the investors	
a. E-mail communication	5
b. Physical communication (Routine)	12
c. Physical or E-mail communication (disputed matters which require special handling in consultation with the Company or Advocates appointed by the Company)	30
E. Other Operational Activities	
Allotment of securities (IPO)	6
Intimation regarding distribution of corporate benefits (dividend, bonus, stock split)	
a. E-mail communication	15
b. Physical communication	30

DISCLOSURES AND TRANSPARENCY

In compliance with Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('the SEBI Listing Regulations'), a separate dedicated tab on the Company's website under the section 'Investors' is available for the investors to ensure ease of availability and access of pertinent information in relation to the Company in one place.

Investors can access details in relation to the Company's general information, financials, material events, upcoming board and shareholder's meetings and its outcome, policies of the company, details about board of directors of the Company, and changes thereto if any, etc. This helps investors to stay abreast with the events/information of the Company on a day-to-day basis and take informed investment decisions.

The same has been reproduced herewith, for ease of reference:

Sr. No.	Particulars	
1.	Company Information	
a.	Details of Company's Business	Click Here
b.	Memorandum of Association and Articles of Association	Click Here
c.	Name Change	Not Applicable
2.	Board of Directors	
a.	Composition and Profile of Board of Directors	Click Here
b.	Composition of Committees of Board of Directors	Click Here
c.	Details of Familiarisation Programmes imparted to Directors	Click Here
d.	Terms and conditions of appointment of Independent Directors	Click Here
e.	Criteria of making payments to Non-Executive Directors	Click Here
3.	Policies & Code	
a.	Code of Conduct of Board of Directors and Senior Management Personnel	Click Here
b.	Whistle Blower Policy	Click Here
c.	Policy on dealing with and Materiality of Related Party Transactions	Click Here
d.	Policy for determining Material Subsidiaries	Click Here
e.	Policy on determination of Materiality of Events/Information	Click Here

Sr. No.	Particulars	
f.	Authorised Key Managerial Personnel to determine materiality of events/information and for making disclosures to Stock Exchanges	Click Here
g.	Dividend Distribution Policy	Click Here
3.	Announcements & Financial Information[#]	
a.	Notice of Board Meeting and Financials Results	Click Here
b.	Annual Report and related documents	Click Here
c.	Schedule of Analyst/Institutional Investors meets and presentations made thereto	Click Here
d.	Audio/Video Recording and Transcript of Earnings Calls	Click Here
e.	Newspaper Advertisements for Financial Results	Click Here
f.	Newspaper Advertisements for Notice to Shareholders	Click Here
g.	Subsidiary Financial Statements	Click Here
h.	Secretarial Compliance Report	Click Here
i.	Stock Exchange Disclosures	Click Here
j.	Statement of deviation(s) or variation(s)	Not Applicable
k.	Credit Ratings	Not Applicable
l.	Details of agreements entered with the media companies and/or their associates	Not Applicable
4.	Shareholders[@]	
a.	Contact details for Grievance Redressal	Click Here
b.	Shareholding Pattern	Click Here
c.	Employee Benefit Scheme Documents	Click Here
d.	Annual Return	Click Here

The said section, inter alia, contains intimations made by the Company to the stock exchanges, financial results declared by the Company on quarterly basis, annual reports, presentations made by the Company to investors, press releases, newspaper advertisements in relation to financial results, notice to shareholders and such other material information which is relevant to shareholders.

@ The said section, inter alia, contains information required for shareholders of the Company in relation to raise their grievances and/or share their feedback with the officials of the Company, shareholding pattern of the Company, its annual return and such other related information thereto.

PROCEDURE AND DOCUMENTATION FOR PROCESSING OF INVESTOR SERVICE REQUEST

Based on the representations received from investors regarding difficulties being faced by them with regard to certain procedural aspects of the provisions and varied interpretations with regard to the documentation required for processing investor service requests, SEBI vide its Circulars and as an on-going measure to enhance the ease of doing business for investors in the securities market, has prescribed the common and simplified norms for processing investor's service request by RTAs and norms for furnishing PAN, KYC details and Nomination.

SEBI has also simplified the procedure for transmission and issuance of duplicate share certificate. Further, SEBI has mandated all the issuance of shares to be effected only in dematerialised form.

Procedure and documentation for processing of investor service request, is as follows:

- A. [Dematerialisation](#)
- B. [Rematerialisation](#)
- C. [Transmission of Shares \(sole holder/all the holders deceased\)](#)
 - i. [Shares held singly/jointly with nomination](#)
 - ii. [Shares held singly/jointly without nomination](#)
- D. [Transmission of Shares \(name deletion of either of the joint holders\)](#)
- E. [Issuance of Duplicate Share Certificate](#)
- F. [Renewal of Share Certificate](#)

A. Dematerialisation

Dematerialisation (or Demat) signifies the conversion of a share certificate from its present physical form to electronic form for the same number of holdings. Under this process securities held by an investor in physical form are converted to electronic form and credited into the demat account maintained by him/her with the Depository Participant (DP).

Pursuant to Regulation 40 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (including any statutory modification(s) or re-enactment(s) thereof for the time being in force) with effect from 1st April 2019, securities of the Company shall be transferred only in Demat form. However, the holder can exercise the option of holding the shares in physical form.

Benefits of Dematerialisation:

- Elimination of bad deliveries
- Elimination of all risks associated with physical certificates
- Immediate transfer / trading of securities
- Faster disbursement of corporate benefits like rights, bonus, etc.
- Ease related to change of address of investor
- Elimination of problems related to transmission of demat shares
- Reduced paperwork

Procedure for Dematerialisation:

- Shareholder(s) to open a Beneficiary Account with a Depository Participant (DP) registered with SEBI and with any one of the Depositories i.e., NSDL or CDSL
- Shareholder(s) should submit the duly filled in Demat Request Form (DRF) along with physical certificate(s)/letter of confirmation (LOC), self-attested copy of PAN and other requisite documents to the concerned DP.
- Obtain an acknowledgement from your DP.
- On receipt of aforesaid DRF and share certificate, the DP will send an electronic request through the Depository System to the Registrar and Share Transfer Agent (RTA) of the Company; for confirmation of demat. Each request will bear a Dematerialisation Request Number (DRN)
- Simultaneously, DP will send the physical certificate(s) with “Surrendered for Dematerialisation” stamp along with the original DRF and other document as submitted to the RTA for verification and confirmation.
- After verifying the documents received from the DP, the RTA will confirm/reject the demat request received from the Depository within 15 days from the date of receipt of physical documents from DP.

In case of rejection, the DRF alongwith LOC /share certificates/enclosed documents will be returned to the DP along with a rejection memo stating the reasons for rejection. The holder(s) should comply with the requirements as mentioned in the rejection memo prior to reloading the same for demat.

- This confirmation will be communicated to your DP through the Depository System.
- After receiving this confirmation from the Depository System, the demat account will get credited with the dematerialised shares.

Following are other requisite documents, as may be applicable, to be submitted at the time of lodgement of request for dematerialisation of shares:

Particulars	Document(s) required
<i>Mismatch in the signature</i>	Duly executed Form ISR-2 along with self-attested copy of PAN Card and original cancelled cheque with name of the holder printed on it or bank-attested copy of Bank Passbook/Bank Statement.
<i>Minor Difference in Name</i>	<p>Clarification letter explaining the reasons for difference in name along with self-attested copy of any one of the following documents:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. ➤ PAN card with photograph ➤ Marriage certificate ➤ Divorce decree
<i>Major Difference in Name</i>	<p><u>In case of change in name on account of marriage</u> – Notarised copy of marriage certificate or self-attested copy of valid Passport showing husband's name or notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p><u>In case of change in name on account of reasons other than marriage</u> – Notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p>Additional document to be submitted evidencing the old name:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public

Particulars	Document(s) required
	<p><i>Financial Institutions duly attested by their employer with date and organization stamp.</i></p> <ul style="list-style-type: none"> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> ➤ <i>Divorce decree</i>
<i>Difference in address</i>	<p><i>Self-attested copy of current address proof and any Company communication or dividend counterfoil in original for Old address proof.</i></p> <p><i>In case if any Company communication or dividend counterfoil in original is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</i></p> <p><i>Following documents can be submitted for current address proof:</i></p> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License.</i> ➤ <i>Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant.</i> ➤ <i>Utility bills like Telephone Bill (only land line) / Electricity bill / Gas bill - Not more than 3 months old.</i> ➤ <i>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 duly attested by their employer with date and organization stamp.</i> ➤ <i>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.</i> ➤ <i>Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.</i> ➤ <i>Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.</i>
<i>Outstanding dividend for 3 consecutive years</i>	<i>Duly signed clarification letter specifying the reasons for inability to claim dividends.</i>
<i>Death of one or more joint holder(s)</i>	<i>Duly executed Transmission Form should bear the stamp and sign of the DP - as shared by DP along with original death certificate or copy of death certificate attested by a notary public/gazette officer.</i>
<i>Difference in Name of the deceased holder(s)</i>	<i>Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.</i>

Particulars	Document(s) required
<i>Transposition</i>	<i>Duly executed Transposition Form should bear the stamp and sign of the DP - as shared by DP.</i>
<i>Difference in name of the husband/ father of register holder(s)</i>	<i>Clarification letter explaining the reasons for difference in name of husband/father vis-à-vis as registered in records of the Company along with self-attested copy of any one of the following documents:</i> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> ➤ <i>Divorce decree</i>

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
- *In the interest of the shareholders, the Company will conduct personal verification of the shareholder holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder.*
- *The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder must make a request to the DP for dematerialization of the said shares.*
- *In the event of the failure on the part of the shareholder to submit the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.*

B. Rematerialisation

The shareholder has the option of converting electronic holding to the physical form by submitting a Rematerialisation Request Form (RRF) through concerned DP. The procedure is similar to the procedure of Dematerialisation. Upon receiving a duly complete request from your DP, the Company will issue physical share certificate for the number of rematerialised shares.

Procedure for Rematerialisation:

- Shareholders to submit the duly filled in Rematerialisation Request Form (RRF) to the concerned DP.
- DP intimates RTA through Depository System of such requests.
- DP will generate a Remat Request Number (RRN) and the said RRN is electronically transmitted to the RTA through the concerned Depository.
- Simultaneously, DP will send the original RRF along with the supporting documents to the RTA for verification and confirmation.
- RTA on receipt of RRF shall scrutinize visually to check the completeness for the RRF.
- RTA after due verification of RRF, shall allot the folio number to the concerned shareholder and print the share certificate.
- RTA sends the share certificate to the concerned shareholders through speed post.
- Upon receipt of confirmation of RRF from RTA, the Depository updates the Beneficiary Account of the shareholder by deleting the shares so rematerialised.
- Remat request documents, if rejected, are returned to the DP along with a rejection memo stating the reasons for rejection. The investor should comply with the requirements in the rejection memo prior to relodging the same for remat.

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
- *In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).*

C. Transmission of Shares (sole holder/all the holders deceased)

The word 'transmission' means transfer of title by operation of law. Transmission of shares takes place when a registered shareholder dies or is adjudged insolvent or lunatic by competent court. In the process of transmission of *shares*, the shares registered in a Company in the name of deceased/insolvent/lunatic person are transmitted and registered in the name of the legal heir or the person entitled based on submission of proof of death or court order declaring succession, insolvency or lunacy, as the case may be.

Following is the procedure to be followed, when the claimant(s) is / are legal heir(s) or successor(s) or administrator(s) or nominee(s) of the registered shareholder of the Company:

- i. [Shares held singly/jointly with nomination](#)
- ii. [Shares held singly/jointly without nomination](#)

C. Transmission of Shares (sole holder/all the holders deceased)

i. Shares held singly/jointly with nomination

Following steps are required to be taken for transmission of shares:

1. The nominee(s) are required to update their PAN, Contact details (Postal Address with PIN and Mobile Number), Bank A/c details, and Specimen signature with MUFG Intime India Private Limited, Registrar and Share Transfer Agent of the Company by submitting necessary Investor Service Request (ISR) Forms.

The necessary ISR forms in this regard are available on the Company's website and can be accessed at the following weblink:
<https://www.asianpaints.com/ShareholderServiceRequest.html>.

2. The nominees to approach the RTA by sending the following documents:
 - (a) Request form for transmission of shares i.e., [Form ISR-5](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar linked PAN card of the nominee(s);
 - (c) Original share certificate of face value of Re. 1 each. In case of share certificate, with stamp of "Surrendered for dematerialisation", please additionally submit request form for issuance of renewed share certificate i.e., [Form ISR-4](#);
 - (d) Original death certificate or copy of death certificate attested by the legal heir/claimant subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;
 - (e) Other additional documents, as may be applicable:

Particulars	Document(s) required
Minor Difference in Name	Clarification letter explaining the reasons for difference in name along with self-attested copy of any one of the following documents: <ul style="list-style-type: none">➤ Unique Identification Number (UID) (Aadhaar)➤ Valid Passport➤ Driving license in Smart Card form, Book form or copy of digital form➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.➤ PAN card with photograph➤ Marriage certificate➤ Divorce decree

Particulars	Document(s) required
Major Difference in Name	<p><u>In case of change in name on account of marriage</u> – Notarised copy of marriage certificate or self-attested copy of valid Passport showing husband's name or notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p><u>In case of change in name on account of reasons other than marriage</u> – Notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p>Additional document to be submitted evidencing the old name:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. ➤ PAN card with photograph ➤ Marriage certificate ➤ Divorce decree
Difference in address	<p>Self-attested copy of current address proof and any Company communication or dividend counterfoil in original for Old address proof. In case if any Company communication or dividend counterfoil in original is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</p> <p>Following documents can be submitted for current address proof:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License. ➤ Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant. ➤ Utility bills like Telephone Bill (only land line) / Electricity bill / 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 duly attested by their employer with date and organization stamp.

Particulars	Document(s) required
	<p>➤ 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.</p> <p>➤ Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.</p> <p>➤ Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.</p>
Outstanding dividend for 3 consecutive years	Duly signed clarification letter specifying the reasons for inability to claim dividend.
Claiming of dividend after death of registered shareholder	Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).
Difference in Name of the deceased holder(s)	Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.
Difference in name of the husband/father of register holder(s)	<p>Clarification letter explaining the reasons for difference in name of husband/father vis-à-vis as registered in records of the Company along with self-attested copy of any one of the following documents:</p> <p>➤ Unique Identification Number (UID) (Aadhaar)</p> <p>➤ Valid Passport</p> <p>➤ Driving license in Smart Card form, Book form or copy of digital form</p> <p>➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</p> <p>➤ PAN card with photograph</p> <p>➤ Marriage certificate</p> <p>➤ Divorce decree</p>

Notes:

- In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).
- In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).

- *The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder must make a request to the DP for dematerialization of the said shares.*
- *In the event of the failure on the part of the shareholder to submit the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.*
- *In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the claimant) shall provide the same.*

3. The Company and its RTA after verification of the above-mentioned duly executed documents, will process the request and shall share observation(s) or issue 'Letter of Confirmation' within 30 days from the date of submission of documents by nominee(s).

In case of application involving multiple nature of service requests (viz. name deletion, major name change, transmission, loss of share certificate, etc.), the claimants are required to provide documentation for all such nature of service requests as mentioned in the respective section of this referencer. Letter of Confirmation (LOC) will be issued only after completion of necessary procedures for all such service requests.

4. The validity of the LOC shall be 120 days from the date of its issue, within which the nominee(s) must make a request to the Depository Participant (DP) for the dematerialization of the said shares.

After verifying the LOC and other documents received from the DP, the RTA will confirm the demat request received on the Depository System within 15 days from the date of receipt of physical documents from DP.

5. In case of non-receipt of any dematerialisation request, the RTA shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the Letter of Confirmation, informing the nominee(s) to submit the demat request.
6. In the event of the failure on the part of the nominee(s) towards the submission of the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.
7. Following is the process of claiming shares credited to Suspense Escrow Demat Account of the Company:
 - (a) Request form for release of shares from Suspense Escrow Demat Account of the Company i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar linked PAN card of the claimant(s); and
 - (c) Client Master List (CML) of the demat account for crediting the shares to the holder's / claimant's account. Further, the details as mentioned in the CML should match with the details recorded with the RTA / the Company.

C. Transmission of Shares (sole holder/all the holders deceased)

ii. Shares held singly/jointly without nomination

Following steps are required to be taken for transmission of shares:

1. The claimant(s) [legal heir / successor / administrator] are required to update their PAN, Contact details (Postal Address with PIN and Mobile Number), Bank A/c details, and Specimen signature with MUFG Intime India Private Limited, Registrar and Share Transfer Agent of the Company by submitting necessary Investor Service Request (ISR) Forms.

The necessary ISR forms in this regard are available on the Company's website and can be accessed at the following weblink:
<https://www.asianpaints.com/ShareholderServiceRequest.html>.

2. The Claimant(s) to approach the RTA by sending the following documents:
 - (a) If the market value of shares is more than Rs. 5 lakhs on the basis of the closing price of such securities at any one of the recognized stock exchanges a day prior to the date of submission of the application, then the following documents are to be submitted:
 - i. Request form for transmission of shares i.e., [Form ISR-5](#);
 - ii. Self-attested copy of Aadhaar card and Aadhaar linked PAN card of the claimant(s);
 - iii. Original death certificate or copy of death certificate duly attested by the legal heir/claimant subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;
 - iv. a notarized affidavit, in the format provided here 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 any of the testamentary documents, an affidavit from such legal heir(s)/claimant(s) alone shall be sufficient.
 - v. Other requisite documents for transmission of securities as may be applicable, 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:
 - (a) Succession certificate; or
 - (b) Probate of Will; or
 - (c) Will, along with a notarized indemnity bond from the legal heir(s)/claimant(s) to whom the securities are transmitted, as per the format provided hereto;
 - (d) Letter of Administration; or
 - (e) Court Decree; or

(f) Legal Heirship Certificate or its equivalent, along with a notarized indemnity bond from the legal heir(s) or/claimant(s) to whom the securities are transmitted, as per the format provided here; and No Objection from all the non-claimants, as per the format provided here.

(b) If the market value of shares is up to Rs. 5 lakhs on the basis of the closing price of such securities at any one of the recognized stock exchanges a day prior to the date of submission of the application, then the following documents are required to be submitted:

- i. Request form for transmission of shares i.e., [Form ISR-5](#);
- ii. *Self-attested copy of Aadhaar card and Aadhaar linked PAN card of the claimant(s);*
- iii. *Original death certificate or copy of death certificate duly attested by the legal heir/claimant subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;*
- iv. *a notarized affidavit, in the format provided [here](#) 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 any of the testamentary documents, an affidavit from such legal heir(s)/claimant(s) alone shall be sufficient.

- v. *Other requisite documents for transmission of securities as may be applicable, 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:*

(a) Succession certificate; or

(b) Probate of Will; or

(c) Will, along with a notarized indemnity bond from the legal heir(s)/claimant(s) to whom the securities are transmitted, as per the format specified provided [here](#);

(d) Letter of Administration; or

(e) Court Decree; or

(f) Legal Heirship Certificate or its equivalent, along with a notarized indemnity bond from the legal heir(s) or claimant(s) to whom the securities are transmitted, as per the format provided [here](#); and No Objection from all the non-claimants, as per the format provided [here](#).

(g) In case, the legal heir(s) or claimant(s) are not in receipt of the documents as mentioned above at sr. no. (a) to (f), he/she/they shall be required to submit following documents:

- *no objection certificate from all legal heirs(s), as per the format provided [here](#), or copy of family settlement deed executed by all the legal heirs, duly attested by a notary public or by a gazetted officer; and*

- *notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Registrar and Share Transfer Agent/the Company, as per the format provided [here](#).*

(c) Original share certificate of face value of Re. 1 each. In case of share certificate, with stamp of “Surrendered for dematerialisation”, please additionally submit request form for issuance of renewed share certificate i.e., [Form ISR-4](#);

(d) Other additional documents, as may be applicable:

Particulars	Document(s) required
<i>Minor Difference in Name</i>	<p><i>Clarification letter explaining the reasons for difference in name along with self-attested copy of any one of the following documents:</i></p> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant’s Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> ➤ <i>Divorce decree</i>
<i>Major Difference in Name</i>	<p><i><u>In case of change in name on account of marriage</u> – Notarised copy of marriage certificate or self-attested copy of valid Passport showing husband’s name or notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</i></p> <p><i><u>In case of change in name on account of reasons other than marriage</u> – Notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</i></p> <p><i>Additional document to be submitted evidencing the old name:</i></p> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant’s Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i>

Particulars	Document(s) required
	<ul style="list-style-type: none"> ➤ Marriage certificate ➤ Divorce decree
<i>Difference in address</i>	<p><i>Self-attested copy of current address proof and any Company communication or dividend counterfoil in original for Old address proof. In case if any Company communication or dividend counterfoil in original is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</i></p> <p><i>Following documents can be submitted for current address proof:</i></p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License. ➤ Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant. ➤ Utility bills like Telephone Bill (only land line) / Electricity bill / 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 duly attested by their employer with date and organization stamp. ➤ 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 accompanied with self-attested copy of Identity Proof of the spouse. ➤ Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.
<i>Outstanding dividend for 3 consecutive years</i>	<i>Duly signed clarification letter specifying the reasons for inability to claim dividend.</i>
<i>Claiming of dividend after death of registered shareholder</i>	<i>Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).</i>
<i>Difference in Name of the deceased holder(s)</i>	<i>Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.</i>

Particulars	Document(s) required
<i>Difference in name of the husband/ father of register holder(s)</i>	<p><i>Clarification letter explaining the reasons for difference in name of husband/father vis-à-vis as registered in records of the Company along with self-attested copy of any one of the following documents:</i></p> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> ➤ <i>Divorce decree</i>

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
- *In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).*
- *The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder must make a request to the DP for dematerialization of the said shares.*
- *In the event of the failure on the part of the shareholder to submit the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.*
- *In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the claimant) shall provide the same.*
- *As per the Articles of Association of the Company, the equity shares of the Company can be held jointly in the names of only 3 shareholders. Accordingly, the legal documents should be obtained for transmission only in favour 3 legal heir(s).*
- *The shares will be transmitted in favour of the legal heir(s) in the proportion as mentioned in the testamentary documents. Further, if the proportion has not been mentioned, it will be transmitted equally, and in case wherein the legal heirs want to transmit the shares jointly in favour of few set of legal heirs, then it cannot exceed 3 as per the Company's Articles of Association. In such event, the legal heirs opting out, will be required to submit NOC in this regard.*
- *The Will should be valid in terms of the Indian Succession Act, 1925.*
- *The correct details of shares, i.e., Name of Company, Number of shares, Face Value, Distinctive Numbers and market value should be mentioned in the Legal Documents.*
- *The legal documents should be obtained in respect of the deceased shareholder who has expired last or with respect to all the shareholders.*

3. The Company and its RTA after verification of the above-mentioned duly executed documents, will process the request and shall share observation(s) or issue 'Letter of Confirmation' within 30 days from the date of submission of documents by the claimant(s) through speed post.

In case of application involving multiple nature of service requests (viz. name deletion, major name change, transmission, loss of share certificate, etc.), the claimants are required to provide documentation for all such nature of service requests as mentioned in the respective section of this referencer. Letter of Confirmation (LOC) will be issued only after completion of necessary procedures for all such service requests.

4. The validity of the LOC shall be 120 days from the date of its issue, within which the claimant(s)/legal heir(s) must make a request to the Depository Participant (DP) for the dematerialization of the said shares.

After verifying the LOC and other documents received from the DP, the RTA will confirm the demat request received on the Depository System within 15 days from the date of receipt of physical documents from DP.

5. In case non-receipt of any dematerialisation request, the RTA shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the LOC, informing the claimant(s)/legal heir(s) to submit the demat request.
6. In the event of the failure on the part of the claimant(s)/legal heir(s) towards the submission of the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.
7. Following is the process of claiming shares credited to Suspense Escrow Demat Account of the Company:
 - (a) Request form for release of shares from Suspense Escrow Demat Account of the Company i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the claimant(s); and
 - (c) Client Master List (CML) of the demat account for crediting the shares to the holder's / claimant's account. Further, the details as mentioned in the CML should match with the details recorded with the RTA / the Company.

D. Transmission of Shares (name deletion of either of the joint holders)

Following steps are required to be taken for transmission of shares:

1. The surviving shareholder(s) are required to update their PAN, Contact details (Postal Address with PIN and Mobile Number), Bank A/c details, and Specimen signature with MUFG Intime India Private Limited, Registrar and Share Transfer Agent of the Company by submitting necessary Investor Service Request (ISR) Forms.

The necessary ISR forms in this regard are available on the Company's website and can be accessed at the following weblink:
<https://www.asianpaints.com/ShareholderServiceRequest.html>.

2. The surviving shareholder(s) to approach the RTA by sending the following documents:
 - (a) Request form for name deletion of the one or more deceased shareholder(s) i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the surviving shareholder(s);
 - (c) Original share certificate of face value of Re. 1 each;
 - (d) Original death certificate or copy of death certificate duly attested by the surviving shareholder subject to verification with the original or copy of death certificate duly attested by a notary public or by a gazetted officer;
 - (e) Other additional documents, as may be applicable:

Particulars	Document(s) required
Minor Difference in Name	Clarification letter explaining the reasons for difference in name along with self-attested copy of any one of the following documents: <ul style="list-style-type: none">➤ Unique Identification Number (UID) (Aadhaar)➤ Valid Passport➤ Driving license in Smart Card form, Book form or copy of digital form➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.➤ PAN card with photograph➤ Marriage certificate➤ Divorce decree
Major Difference in Name	<p><u>In case of change in name on account of marriage</u> – Notarised copy of marriage certificate or self-attested copy of valid Passport showing husband's name or notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p><u>In case of change in name on account of reasons other than marriage</u> – Notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p>

Particulars	Document(s) required
	<p><i>Additional document to be submitted evidencing the old name:</i></p> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> ➤ <i>Divorce decree</i>
<i>Difference in address</i>	<p><i>Self-attested copy of current address proof and any Company communication or dividend counterfoil in original for Old address proof. In case if any Company communication or dividend counterfoil in original is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</i></p> <p><i>Following documents can be submitted for current address proof:</i></p> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License.</i> ➤ <i>Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant.</i> ➤ <i>Utility bills like Telephone Bill (only land line) / Electricity bill / Gas bill - Not more than 3 months old.</i> ➤ <i>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 duly attested by their employer with date and organization stamp.</i> ➤ <i>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.</i> ➤ <i>Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse.</i> ➤ <i>Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.</i>
<i>Outstanding dividend for 3 consecutive years</i>	<i>Duly signed clarification letter specifying the reasons for inability to claim dividend.</i>
<i>Claiming of dividend after death of registered shareholder</i>	<i>Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).</i>

Particulars	Document(s) required
<i>Difference in Name of the deceased holder(s)</i>	<i>Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.</i>
<i>Difference in name of the husband/ father of register holder(s)</i>	<i>Clarification letter explaining the reasons for difference in name of husband/father vis-à-vis as registered in records of the Company along with self-attested copy of any one of the following documents:</i> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> <i>Divorce decree</i>

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
 - *In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).*
 - *The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder must make a request to the DP for dematerialization of the said shares.*
 - *In the event of the failure on the part of the shareholder to submit the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.*
3. The Company and its RTA after verification of the above-mentioned duly executed documents, will process the request and shall share observation(s) or issue 'Letter of Confirmation' within 30 days from the date of submission of documents by surviving shareholder(s).

In case of application involving multiple nature of service requests (viz. name deletion, major name change, transmission, loss of share certificate, etc.), the claimants are required to provide documentation for all such nature of service requests as mentioned in the respective section of this referencer. Letter of Confirmation (LOC) will be issued only after completion of necessary procedures for all such service requests.

4. The validity of the LOC shall be 120 days from the date of its issue, within which the surviving shareholder(s) must make a request to the Depository Participant (DP) for the dematerialization of the said shares.

After verifying the LOC and other documents received from the DP, the RTA will confirm the demat request received on the Depository System within 15 days from the date of receipt of physical documents from DP.

5. In case of non-receipt of any dematerialisation request, the RTA shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the Letter of Confirmation, informing the surviving shareholder(s) to submit the demat request.
6. In the event of the failure on the part of the surviving shareholder(s) towards the submission of the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.
7. Following is the process of claiming shares credited to Suspense Escrow Demat Account of the Company:
 - (a) Request form for release of shares from Suspense Escrow Demat Account of the Company i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the claimant(s); and
 - (c) Client Master List (CML) of the demat account for crediting the shares to the holder's / claimant's account. Further, the details as mentioned in the CML should match with the details recorded with the RTA / the Company.

E. Issuance of Duplicate Share Certificate

Share certificates serve as proof of ownership of shares in a company and are therefore crucial for shareholders to exercise their rights and receive dividends, however, in some cases, shareholder(s)/nominee(s)/legal heir(s)/claimant(s) may lose or misplace their share certificates, which can create a problem for both the shareholder(s)/nominee(s)/legal heir(s)/claimant(s) and the Company. In such instances, the shareholder will need to obtain a duplicate share certificate to replace the lost or misplaced certificate.

If share certificate(s) has been lost/misplaced, the following are required to be taken by registered shareholder(s) or his/her legal heir(s) / successor(s) / administrator(s) / nominee(s), whose share certificates have been lost:

1. The claimant(s) [registered shareholder(s) or his/her legal heir(s) / successor(s) / administrator(s) / nominee(s)] are required to update their PAN, Contact details (Postal Address with PIN and Mobile Number), Bank A/c details, and Specimen signature, as applicable, with MUFG Intime India Private Limited, Registrar and Share Transfer Agent (RTA) of the Company by submitting necessary Investor Service Request (ISR) Forms.

The necessary ISR forms in this regard are available on the Company's website and can be accessed at the following weblink:
<https://www.asianpaints.com/ShareholderServiceRequest.html>.

2. The Claimant(s) to approach the RTA by sending the following documents:

(a) If the market value of shares is more than Rs. 5 lakhs on the basis of the closing price of such securities at any one of the recognized stock exchanges a day prior to the date of submission of the application, then the following documents are required to be submitted:

- i. Request form for issuance of duplicate share certificate i.e., [Form ISR-4](#);
- ii. Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the claimant(s);
- iii. Copy of FIR including e-FIR/Police complaint/Court injunction order/copy of plaint (where the suit filed has been accepted by the Court and Suit No. has been given), necessarily having details of the securities, folio number, distinctive number range and certificate numbers. The police complaint shall be in the name of the registered holder or his/her legal heir / successor / administrator / nominee, as applicable. In case if any other person has made the complaint, a valid clarification shall be submitted in this regard.

An overseas securities holder in lieu of FIR, can submit self-declaration of the security certificates lost/misplaced/stolen which shall be duly notarized/ apostilled /attested by the Indian Consulate / Embassy in their country of residence, along with self-attested copies of valid passport and overseas address proof.

- iv. Copy of advertisement ([Click Here](#)) regarding loss of securities in a widely circulated newspaper.
 - v. Duly notarised Affidavit ([Click Here](#)) and Indemnity Bond ([Click Here](#)) executed by the claimant(s);
- (b) If the market value of shares is up to Rs. 5 lakhs on the basis of the closing price of such securities at any one of the recognized stock exchanges a day prior to the date of submission of the application, then the following documents are required to be submitted:
- i. Request form for issuance of duplicate share certificate i.e., [Form ISR-4](#);
 - ii. Self-attested copy of Aadhaar card and PAN card of the claimant(s);
 - iii. Duly notarised Affidavit ([Click Here](#)) and Indemnity Bond ([Click Here](#)) executed by the claimant(s);
- (c) Other additional documents, as may be applicable:

Particulars	Document(s) required
<i>Mismatch in the signature</i>	Duly executed Form ISR-2 along with self-attested copy of PAN Card and original cancelled cheque with name of the holder printed on it or bank-attested copy of Bank Passbook/Bank Statement.
<i>Minor Difference in Name</i>	<p>Clarification letter explaining the reasons for difference in name along with self-attested copy of any one of the following documents:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. ➤ PAN card with photograph ➤ Marriage certificate ➤ Divorce decree
<i>Major Difference in Name</i>	<p><u>In case of change in name on account of marriage</u> – Notarised copy of marriage certificate or self-attested copy of valid Passport showing husband's name or notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p><u>In case of change in name on account of reasons other than marriage</u> – Notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p>

Particulars	Document(s) required
	<p>Additional document to be submitted evidencing the old name:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. ➤ PAN card with photograph ➤ Marriage certificate ➤ Divorce decree
<i>Difference in address</i>	<p>Self-attested copy of current address proof and any Company communication or dividend counterfoil in original for Old address proof. In case if any Company communication or dividend counterfoil in original is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</p> <p>Following documents can be submitted for current address proof:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License. ➤ Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant. ➤ Utility bills like Telephone Bill (only land line) / Electricity bill / 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 duly attested by their employer with date and organization stamp. ➤ 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 accompanied with self-attested copy of Identity Proof of the spouse. ➤ Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.
<i>Outstanding dividend for 3 consecutive years</i>	Duly signed clarification letter specifying the reasons for inability to claim dividend.

Particulars	Document(s) required
<i>Claiming of dividend after death of registered shareholder</i>	<i>Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).</i>
<i>Difference in Name of the deceased holder(s)</i>	<i>Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.</i>
<i>Death of one or more joint holder(s)</i>	<i>Duly executed Name deletion form along with original death certificate or copy of death certificate attested by a notary public/gazette officer or copy of death certificate attested by the nominee/claimant, subject to verification with original by the RTA/the Company.</i>
<i>Difference in name of the husband/father of register holder(s)</i>	<i>Clarification letter explaining the reasons for difference in name of husband/father vis-à-vis as registered in records of the Company along with self-attested copy of any one of the following documents:</i> <ul style="list-style-type: none"> ➤ <i>Unique Identification Number (UID) (Aadhaar)</i> ➤ <i>Valid Passport</i> ➤ <i>Driving license in Smart Card form, Book form or copy of digital form</i> ➤ <i>Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.</i> ➤ <i>PAN card with photograph</i> ➤ <i>Marriage certificate</i> <i>Divorce decree</i>

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
- *In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).*
- *In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the security holder/claimant) shall provide the same.*
- *There shall be no requirement of submission of surety for issuance of duplicate share certificate.*

3. The Company and its RTA after verification of the above-mentioned duly executed documents, will process the request and shall share observation(s) or issue 'Letter of Confirmation' within 30 days from the date of submission of documents by claimant(s) through speed post.

In case of application involving multiple nature of service requests (viz. name deletion, major name change, transmission, loss of share certificate, etc.), the claimants are required to provide documentation for all such nature of service requests as mentioned in the respective section of this referencer. Letter of Confirmation (LOC) will be issued only after completion of necessary procedures for all such service requests.

4. The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder must make a request to the Depository Participant (DP) for the dematerialization of the said shares.

After verifying the LOC and other documents received from the DP, the RTA will confirm the demat request received from the Depository within 15 days from the date of receipt of physical documents from DP.

5. In case non-receipt of any dematerialisation request, the RTA shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the Letter of Confirmation, informing the claimant(s) to submit the demat request.
6. In the event of the failure on the part of the shareholder towards the submission of the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.
7. Following is the process of claiming shares credited to Suspense Escrow Demat Account of the Company:
 - (a) Request form for release of shares from Suspense Escrow Demat Account of the Company i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the claimant(s); and
 - (c) Client Master List (CML) of the demat account for crediting the shares to the holder's / claimant's account. Further, the details as mentioned in the CML should match with the details recorded with the RTA / the Company.

F. Renewal of Share Certificate

Renewed share certificates are issued when an investor's original share certificate is damaged, or in event of death of all the registered shareholder(s), original share certificate has been submitted for dematerialisation by the legal heir(s)/claimant(s). The renewed share certificate will represent the same number of shares that were mentioned in the original share certificate. The Company will take existing share certificates for issuance of the renewed share certificate.

Following steps are required to be taken for issuance of renewed share certificate:

1. The shareholder(s)/claimant(s) are required to update their PAN, Contact details (Postal Address with PIN and Mobile Number), Bank A/c details, and Specimen signature with MUFG Intime India Private Limited, Registrar and Share Transfer Agent of the Company by submitting necessary Investor Service Request (ISR) Forms.

The necessary ISR forms in this regard are available on the Company's website and can be accessed at the following weblink:
<https://www.asianpaints.com/ShareholderServiceRequest.html>.

2. The shareholder(s)/claimant(s) to approach the RTA by sending the following documents:
 - (a) Request form for renewal of share certificate i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the shareholder(s)/claimant(s);
 - (c) Original share certificate of face value of Re. 1 each;
 - (d) Other additional documents, as may be applicable:

Particulars	Document required
Minor Difference in Name	<p>Clarification letter explaining the reasons for difference in name along with self-attested copy of any one of the following documents:</p> <ul style="list-style-type: none">➤ Unique Identification Number (UID) (Aadhaar)➤ Valid Passport➤ Driving license in Smart Card form, Book form or copy of digital form➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp.➤ PAN card with photograph➤ Marriage certificate➤ Divorce decree

Particulars	Document required
Major Difference in Name	<p><u>In case of change in name on account of marriage</u> – Notarised copy of marriage certificate or self-attested copy of valid Passport showing husband's name or notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p><u>In case of change in name on account of reasons other than marriage</u> – Notarised copy of publication of name change in official gazette, and any one of the below mentioned document evidencing the old name.</p> <p>Additional document to be submitted evidencing the old name:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. ➤ PAN card with photograph ➤ Marriage certificate ➤ Divorce decree
Difference in address	<p>Self-attested copy of current address proof and any Company communication or dividend counterfoil in original for Old address proof.</p> <p>In case if any Company communication or dividend counterfoil in original is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</p> <p>Following documents can be submitted for current address proof:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport / Registered Lease or Sale Agreement of Residence / Driving License. ➤ Flat Maintenance bill accompanied with additional self-attested copy of Identity Proof of the holder/claimant. ➤ Utility bills like Telephone Bill (only land line) / Electricity bill / 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 duly attested by their employer with date and organization stamp. ➤ 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.

Particulars	Document required
	<ul style="list-style-type: none"> ➤ Proof of address in the name of the spouse accompanied with self-attested copy of Identity Proof of the spouse. ➤ Client Master List (CML) of the Demat Account of the holder / claimant, provided by the Depository Participant.
Outstanding dividend for 3 consecutive years	Duly signed clarification letter specifying the reasons for inability to claim dividend.
Claiming of dividend after death of registered shareholder	Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).
Difference in Name of the deceased holder(s)	Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.
Death of one or more joint holder(s)	Duly executed Name deletion form along with original death certificate or copy of death certificate attested by a notary public/gazette officer or copy of death certificate attested by the nominee/claimant, subject to verification with original by the RTA/the Company.
Difference in name of the husband/father of register holder(s)	<p>Clarification letter explaining the reasons for difference in name of husband/father vis-à-vis as registered in records of the Company along with self-attested copy of any one of the following documents:</p> <ul style="list-style-type: none"> ➤ Unique Identification Number (UID) (Aadhaar) ➤ Valid Passport ➤ Driving license in Smart Card form, Book form or copy of digital form ➤ Identity card / document with applicant's Photo, issued by any of the following: Central / State Government and its Departments, Statutory / Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions duly attested by their employer with date and organization stamp. ➤ PAN card with photograph ➤ Marriage certificate Divorce decree

Notes:

- In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).
- In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).

- *The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder must make a request to the DP for dematerialization of the said shares.*
- *In the event of the failure on the part of the shareholder to submit the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.*

3. The Company and its RTA after verification of the above-mentioned duly executed documents, will process the request and shall share observation(s) or issue 'Letter of Confirmation' within 30 days from the date of submission of documents by the shareholder(s)/claimant(s).

In case of application involving multiple nature of service requests (viz. name deletion, major name change, transmission, loss of share certificate, etc.), the claimants are required to provide documentation for all such nature of service requests as mentioned in the respective section of this referencer. Letter of Confirmation (LOC) will be issued only after completion of necessary procedures for all such service requests.

4. The validity of the LOC shall be 120 days from the date of its issue, within which the shareholder(s)/claimant(s) must make a request to the Depository Participant (DP) for the dematerialization of the said shares.

After verifying the LOC and other documents received from the DP, the RTA will confirm the demat request received on the Depository System within 15 days from the date of receipt of physical documents from DP.

5. In case of non-receipt of any dematerialisation request, the RTA shall issue a reminder after the end of 45 days and 90 days from the date of issuance of the Letter of Confirmation, informing the shareholder(s)/claimant(s) to submit the demat request.
6. In the event of the failure on the part of the shareholder(s)/claimant(s) towards the submission of the demat request within the aforesaid period of 120 days from the date of issue of LOC, the Company shall credit the securities to the Suspense Escrow Demat Account of the Company.
7. Following is the process of claiming shares credited to Suspense Escrow Demat Account of the Company:
 - (a) Request form for release of shares from Suspense Escrow Demat Account of the Company i.e., [Form ISR-4](#);
 - (b) Self-attested copy of Aadhaar card and Aadhaar Linked PAN card of the claimant(s); and
 - (c) Client Master List (CML) of the demat account for crediting the shares to the holder's / claimant's account. Further, the details as mentioned in the CML should match with the details recorded with the RTA / the Company.

INVESTOR EDUCATION AND PROTECTION FUND (IEPF)

In accordance with the provisions of Section 124(5) of the Companies Act, 2013 ("the Act") read with the Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016 ("IEPF Rules"), as amended from time to time, any dividend remaining unpaid or unclaimed for a period of 7 (seven) years from the date of transfer of dividend to the Unpaid Dividend Account of the Company is required to be transferred by the Company to the Investor Education and Protection Fund (IEPF) established by the Central Government.

Further, as per Section 124(6) of the Act all shares in respect of which dividend have not been paid/claimed for 7 (seven) consecutive years or more shall also be transferred to IEPF.

Details of such unclaimed dividends and shares are regularly updated on the Investor Education and Protection Fund ('IEPF') website (<https://iepfa.gov.in/login>) as well as on the Company's website (<https://www.asianpaints.com/IEPF.html>).

The Company shall not transfer those shares to the demat account of IEPF Authority where there is a specific order of Court or Tribunal or Statutory Authority restraining any transfer of such shares and payment of dividend or where such shares are hypothecated or pledged under the provisions of the Depositories Act, 1996. The voting rights on shares transferred in the demat account of IEPF Authority shall remain frozen until the rightful owner claims the shares.

Further, the Company sends a communication to the shareholders at their latest available address at least three months before the due date of transfer of shares to the IEPF and a public notice in newspaper. In the communication/public notice, the shareholders are requested to complete updation of their KYC details and encash their unpaid / unclaimed dividend before the due dates, to prevent the shares and dividends from getting transferred to IEPF.

The Company twice in a year sends reminders on a voluntary basis to all the shareholders for claiming their unpaid/unclaimed dividend.

If a shareholder is unable to or fails to encash the dividend, it will result in the shares and/or dividends getting transferred to IEPF, however, the shareholder can thereafter file a claim with the IEPF for claiming the same.

The details of the outstanding unclaimed dividend and corresponding due dates for transfer to Investor Education and Protection Fund ("IEPF") as on 31st December 2024 are as under:

Sr. No.	Particulars of Dividend	Amount (in Rs.)	Due Dates of Transfer to IEPF
1.	Final Dividend 2017-18	1,58,53,323.20	1 st September 2025
2.	Interim Dividend 2018-19	70,35,134.08	26 th December 2025
3.	Final Dividend 2018-19	1,81,83,919.95	31 st August 2026
4.	1 st Interim Dividend 2019-20	76,73,959.95	26 th December 2026
5.	2 nd Interim Dividend 2019-20	1,69,12,824.50	30 th April 2027
6.	Final Dividend 2019-20	28,22,793.80	12 th October 2027
7.	Interim Dividend 2020-21	61,18,815.50	18 th January 2028
8.	Final Dividend 2020-21	2,74,74,734.90	1 st September 2028
9.	Interim Dividend 2021-22	69,02,998.05	21 st December 2028
10.	Final Dividend 2021-22	2,86,59,984.60	30 th August 2029
11.	Interim Dividend 2022-23	76,62,041.40	21 st December 2029
12.	Final Dividend 2022-23	36298626.00	26 th August 2030
13.	Interim Dividend 2023-24	6443311.50	27 th December 2030
14.	Final Dividend 2023-24	7,28,16,734.00	25 th August 2031
15.	Interim Dividend 2024-25	94,26,029.30	8 th January 2032

Nodal Officer and Deputy Nodal Officer

In accordance with the IEPF Rules, the Board of Directors have appointed the following as Nodal Officer and Deputy Nodal Officer:

Nodal Officer	Deputy Nodal Officer
R J Jeyamurugan CFO & Company Secretary	Saloni Arora Deputy Company Secretary

Details of the Nodal Officer appointed by the Company for the purpose of co-ordination with the IEPF Authority are available at the website of the Company at <https://www.asianpaints.com/IEPF.html>.

PROCEDURE FOR CLAIMING DIVIDEND AND SHARES FROM THE INVESTOR EDUCATION AND PROTECTION FUND (IEPF) AUTHORITY

The Ministry of Corporate Affairs (MCA) has notified the Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016 and its Schedules thereto providing procedure for claiming dividends and shares from the IEPF Authority.

MCA has recently amended the said rules to simplify the procedure for claiming the shares from the demat account of the IEPF Authority, including the procedure for transmission and issuance of duplicate share certificate. The said amendments were intended to streamline the process for investors to claim shares and dividends and protect the interests of both investors and companies.

The claimant(s) based on their nature of request should follow the procedure and provide the documents as mentioned below to claim shares and / or dividend from the IEPF Authority:

- A. [When the claimant\(s\) is/are registered shareholder of the Company](#)
- B. [When the claimant\(s\) is / are legal heir\(s\) or successor\(s\) or administrator\(s\) or nominee\(s\) of the registered shareholder\(s\) of the Company](#)
 - i. [Shares held singly/jointly with nomination](#)
 - ii. [Shares held singly/jointly without nomination](#)
- C. [When the claimant\(s\) \(registered shareholder\(s\) or his/her legal heir\(s\) / successor\(s\) / administrator\(s\) / nominee\(s\)\) original share certificate is lost / misplaced](#)

A. When the claimant(s) is/are registered shareholder(s) of the Company

1. The claimant(s) are required to open a DEMAT Account (in case the shares are held physically), in the same manner in which his / her / their name appears in their KYC documents as advised by the Depository Participant (DP).
2. The Claimant(s) to approach the Company by sending the following documents to the Nodal Officer at the Registered Office address of the Company in an envelope marked "Claim for Refund from IEPF Authority", before filing the claim application with the IEPF Authority:
 - (a) Original physical share certificate(s) of face value of Re. 1 each (in case of shares held in DEMAT mode, a self-attested copy of transaction statement);
 - (b) Self-attested Client Master List (CML);
 - (c) Self-attested copy of Aadhaar card/Passport in case of NRIs and PAN card of the claimant(s);
 - (d) Duly notarised Indemnity Bond ([Click Here](#)) executed by the claimant(s);
 - (e) Original cancelled cheque leaf of the Bank Account with names printed on the same which is linked with the DEMAT account.
 - (f) Other additional documents, as may be applicable:

Particulars	Document required
<i>Mismatch in the signature</i>	<i>Affidavit for updation of specimen signature (Click Here) along with notarised current address proof and self-attested copy of identity proof.</i>
<i>Minor Difference in Name</i>	<i>Affidavit (Click Here), in case of mismatch of name as mentioned on the share certificate and the KYC documents.</i>
<i>Major Difference in Name</i>	<i>Duly notarised Marriage certificate or Government Gazette reflecting old and new name, as applicable, along with photo id proof of old name.</i>
<i>Death of one or more joint holder(s)</i>	<i>Duly executed Name deletion form along with Self-attested copy of death certificate of the deceased shareholder</i>
<i>Difference in address</i>	<i>Old address proof (any Company communication or dividend counterfoil in original).</i> <i>In case if the same is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</i>
<i>Unclaimed Suspense Account</i>	<i>Original Share Certificates of Rs. 10 each of Asian Paints Limited. In case if the same is not available, a detailed clarification letter in this regard.</i>

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
 - *In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).*
 - *The documents are to be executed/submitted by all the shareholder(s).*
3. The Company, post verification of the above-mentioned documents, will issue 'Entitlement Letter' on its letterhead duly signed by Nodal Officer/Deputy Nodal Officer within 30 days from the date of submission of documents by claimant(s), with all the details required to fill in WebForm IEPF-5.
 4. The Claimant(s) to file WebForm IEPF-5 on the website of Ministry of Corporate Affairs ([Click Here](#)) and attach the 'Entitlement Letter' to the WebForm IEPF-5. A step-by-step procedure for filing the WebForm IEPF-5 can be accessed by [Clicking here](#). Further, the procedure for creation of "Registered User" on MCA V3 Portal can be accessed by [Clicking here](#).
 5. On successful submission of WebForm IEPF-5, an acknowledgement will be generated indicating the Service Request Number (SRN). Please note the SRN for future tracking of the WebForm IEPF-5.
 6. The Claimant(s) to print and self-attest the duly filed WebForm IEPF-5 and send to the Nodal Officer of the Company at the Registered Office address of the Company and thereafter, update the tracking details on the generated SRN on MCA V3 Portal and share the same with the Company.
 7. The Company to file its e-verification Report with the IEPF Authority within 30 days from the date of receipt of claim and thereafter shall provide a copy of the same along with the related documents to the claimant(s).
 8. Post filing of e-verification report, the IEPF Authority will further process the claim in terms of IEPF Rules.

B. When the claimant(s) is / are legal heir(s) or successor(s) or administrator(s) or nominee(s) of the registered shareholder(s) of the Company

i. Shares held singly/jointly with nomination

1. Claimant(s) [person(s) nominated as such by the shareholder(s) in terms of provisions of the Companies Act, 2013] open a DEMAT Account (in case the shares are held physically), in the same manner in which his / her / their name appears in their KYC documents as advised by the Depository Participant (DP).
2. The Claimant(s) to approach the Company by sending the following documents to the Nodal Officer at the Registered Address of the Company in an envelope marked "Claim for Refund from IEPF Authority", before filing the claim application with the IEPF Authority:
 - (a) Original physical share certificate(s) of face value of Re. 1 each (in case of shares held in DEMAT mode, a self-attested copy of transaction statement);
 - (b) Self-attested Client Master List (CML) duly certified by DP;
 - (c) Self-attested copy of Aadhaar card/ Passport in case of NRIs and PAN card of the claimant(s);
 - (d) Duly notarised Indemnity Bond ([Click Here](#)) executed by the claimant(s);
 - (e) Original cancelled cheque leaf of the Bank Account with names printed on the same which is linked with the DEMAT account;
 - (f) The following additional documents to be submitted by the claimant(s):
 - i. Duly signed Transmission Request Form by the claimant(s) ([Click Here](#));
 - ii. Self-attested copy of death certificate of the deceased shareholder;
 - iii. Self-attested copy of PAN card of the claimant(s) (along with copy of Birth Certificate, in case the claimant(s) is a minor);
 - iv. KYC along with address proof of claimant(s) guardian (in case claimant is a minor / of unsound mind);
 - v. Any other government ID proof of the claimant(s).
 - (g) Other additional documents, as may be applicable:

Particulars	Document required
Minor Difference in Name	Affidavit (Click Here), in case of mismatch of name as mentioned on the KYC documents.
Difference in Name of the deceased holder(s)	Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.

Particulars	Document required
<i>Claiming of dividend after death of registered shareholder</i>	<i>Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).</i>
<i>Difference in address</i>	<i>Old address proof (any Company communication or dividend counterfoil in original).</i> <i>In case if the same is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.</i>
<i>Unclaimed Suspense Account</i>	<i>Original Share Certificates of Rs. 10 each of Asian Paints Limited. In case if the same is not available, a detailed clarification letter in this regard.</i>

Notes:

- *In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).*
 - *In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).*
 - *In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the claimant) shall provide the same.*
3. The Company, post verification of the above-mentioned documents, will issue 'Entitlement Letter' on its letterhead duly signed by Nodal Officer/Deputy Nodal Officer within 30 days from the date of submission of documents by claimant(s), with all the details required to fill in WebForm IEPF-5.
 4. The Claimant(s) to file WebForm IEPF-5 on the website of Ministry of Corporate Affairs ([Click Here](#)) and attach the 'Entitlement Letter' to the WebForm IEPF-5. A step-by-step procedure for filing the WebForm IEPF-5 can be accessed by [Clicking here](#). Further, the procedure for creation of "Registered User" on MCA V3 Portal can be accessed by [Clicking here](#).
 5. On successful submission of WebForm IEPF-5, an acknowledgement will be generated indicating the Service Request Number (SRN). Please note the SRN for future tracking of the WebForm IEPF-5.

6. The Claimant(s) to print and self-attest the duly filed WebForm IEPF-5 and send to the Nodal Officer of the Company at the Registered Office address of the Company and thereafter, update the tracking details on the generated SRN on MCA V3 Portal and share the same with the Company.
7. The Company to file its e-verification Report with the IEPF Authority within 30 days from the receipt of claim and thereafter shall provide a copy of the same along with the related documents to the claimant(s).
8. Post filing of e-verification report, the IEPF Authority will further process the claim in terms of IEPF Rules.

B. When the claimant(s) is / are legal heir(s) or successor(s) or administrator(s) or nominee(s) of the registered shareholder(s) of the Company

ii. Shares held singly/jointly without nomination

1. Claimant(s) [legal heir(s) / Successor(s) / Administrator(s)] to open a DEMAT Account (in case the shares are held physically), in the same manner in which his / her / their name appear in their KYC documents as advised by the Depository Participant (DP).
2. The Claimant(s) to approach the Company by sending the following documents to the Nodal Officer at the Registered Office address of the Company in an envelope marked "Claim for Refund from IEPF Authority", before filing the claim application with the IEPF Authority:
 - (a) Original physical share certificate(s) of face value of Re. 1 each (in case of shares held in DEMAT mode, a self-attested copy of transaction statement);
 - (b) Self-attested Client Master List (CML) duly certified by DP;
 - (c) Self-attested copy of Aadhaar card/ Passport in case of NRIs and PAN card of the claimant(s);
 - (d) Duly notarised Indemnity Bond ([Click Here](#)) executed by the claimant(s);
 - (e) Original cancelled cheque leaf of the Bank Account with names printed on the same which is linked with the DEMAT account;
 - (f) The following additional documents to be submitted by the claimant(s):
 - i. Duly signed Transmission Request Form by the claimant(s) ([Click Here](#));
 - ii. Self-attested copy of death certificate of the deceased shareholder
 - iii. Self-attested copy of PAN card of the claimant(s) (along with copy of Birth Certificate, in case the claimant(s) is a minor);
 - iv. KYC along with address proof of claimant(s) guardian (in case claimant is a minor / of unsound mind);
 - v. Any other government ID proof of the claimant(s).
 - vi. Notarized Affidavit ([Click Here](#)) from all the legal heir(s) / claimant(s) made on non-judicial stamp paper of Rs.500/- to the effect of identification and claim of legal ownership to the shares.

In case the claimant(s) are named in the succession certificate or probate of will or will or letter of administration or legal heirship certificate (or its equivalent certificate), a notarized affidavit ([Click Here](#)) from such legal heir(s) / claimant(s) alone shall be sufficient.

vii. If the market value of shares of the Company as on the date of submission of claim is more than Rs. 5 lakhs on the basis of the closing price of the Company on any one of the recognized stock exchanges, a day prior to the date of submission of application (where the shares held in physical mode) or Rs. 15 lakhs (where the shares held in demat mode), following are the documents to be submitted of the shareholder who has expired last:

- (a) Succession certificate; or
- (b) Probate of Will; or
- (c) Will along with notarized Indemnity Bond ([Click Here](#)) from the legal heir(s)/claimant(s) to whom the shares are transmitted non-judicial stamp paper of Rs.500/-;
- (d) Letter of administration; or
- (e) Decree or order of any court or tribunal; or
- (f) Legal heirship Certificate issued by the revenue authority not below the rank of Tahsildar having jurisdiction, along with:
 - A notarized Indemnity Bond ([Click Here](#)) from the legal heir(s) / claimant(s) to whom the shares are transmitted on non-judicial stamp paper of Rs. 500/- and
 - No Objection ([Click Here](#)) from all the non-claimants, duly attested by a notary public or by a gazetted officer.

vi. If the market value of shares of the Company as on the date of submission of claim is up to Rs. 5 lakhs on the basis of the closing price of the Company on any one of the recognized stock exchanges, a day prior to the date of submission of application (where the shares held in physical mode) or Rs. 15 lakhs (where the shares held in demat mode), AND where succession certificate / probate of Will / Will* / letter of administration / Decree or order of any court or tribunal / legal heirship certificate or its equivalent, are not available, following are the documents to be submitted:

- a. No Objection Certificate ([Click Here](#)) from all legal heirs(s), or copy of family settlement deed executed by all the legal heir(s), duly attested by a notary public or by a gazetted officer; and
- b. Notarized Indemnity Bond ([Click Here](#)) made on non-judicial stamp paper of Rs.500/- indemnifying the RTA/the Company.

(h) Other additional documents, as may be applicable:

Particulars	Document required
Minor Difference in Name	Affidavit (Click Here), in case of mismatch of name as mentioned on the KYC documents.
Difference in Name of the	Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.

Particulars	Document required
deceased holder(s)	
Claiming of dividend after death of registered shareholder	Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).
Difference in address	Old address proof (any Company communication or dividend counterfoil in original). In case if the same is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.
Unclaimed Suspense Account	Original Share Certificates of Rs. 10 each of Asian Paints Limited. In case if the same is not available, a detailed clarification letter in this regard.
Difference in name of the husband/ father of register holder(s)	Affidavit (Click Here), in case of mismatch in name of husband/father of the registered holder(s) vis-à-vis name as registered in records of the Company.

Notes:

- In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).
- In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).
- In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the claimant) shall provide the same.
- As per the Articles of Association of the Company, the equity shares of the Company can be held jointly in the names of only 3 shareholders. Accordingly, the legal documents should be obtained for transmission only in favour 3 legal heir(s).
- The shares will be transmitted in favour of the legal heir(s) in the proportion as mentioned in the testamentary documents. Further, if the proportion has not been mentioned, it will be transmitted equally, and in case wherein the legal heirs want to transmit the shares jointly in favour of few set of legal heirs, then it cannot exceed 3 as per the Company's Articles of Association. In such event, the legal heirs opting out, will be required to submit NOC in this regard.
- The Will should be valid in terms of the Indian Succession Act, 1925.
- The correct details of shares i.e., Name of Company, Number of shares, Face Value, Distinctive Numbers and market value should be mentioned in the Legal Documents.

- *The legal documents should be obtained in respect of the deceased shareholder who has expired last or with respect to all the shareholders.*
3. The Company, post verification of the above-mentioned documents, will issue 'Entitlement Letter' on its letterhead duly signed by Nodal Officer/Deputy Nodal Officer within 30 days from the date of submission of documents by claimant(s), with all the details required to fill in WebForm IEPF-5.
 4. The Claimant(s) to file WebForm IEPF-5 on the website of Ministry of Corporate Affairs ([Click Here](#)) and attach the 'Entitlement Letter' to the WebForm IEPF-5. A step-by-step procedure for filing the WebForm IEPF-5 can be accessed by [Clicking here](#). Further, the procedure for creation of "Registered User" on MCA V3 Portal can be accessed by [Clicking here](#).
 5. On successful submission of WebForm IEPF-5, an acknowledgement will be generated indicating the Service Request Number (SRN). Please note the SRN for future tracking of the WebForm IEPF-5.
 6. The Claimant(s) to print and self-attest the duly filed WebForm IEPF-5 and send to the Nodal Officer of the Company at the Registered Office address of the Company and thereafter, update the tracking details on the generated SRN on MCA V3 Portal and share the same with the Company.
 7. The Company to file its e-verification Report with the IEPF Authority within 30 days from the receipt of claim and thereafter shall provide a copy of the same along with the related documents to the claimant(s).
 8. Post filing of e-verification report, the IEPF Authority will further process the claim in terms of the IEPF Rules.

C. When the claimant(s) (registered shareholder or his/her legal heir(s) / successor(s) / administrator(s) / nominee(s)) original share certificate is lost / misplaced

1. The claimant(s) [registered shareholder or his/her legal heir / successor / administrator / nominee] to open a DEMAT Account (in case the shares are held physically), in the same manner in which his / her / their name appear in their KYC documents as advised by the Depository Participant (DP).
2. The claimant(s) have to send a duly signed letter to the RTA of the Company intimating loss of share certificate.
3. On receipt of the requisite formalities, the Claimant(s) have to approach the Company by sending the following documents to the Nodal Officer at the Registered Office address of the Company in an envelope marked "Claim for Refund from IEPF Authority", before filing the claim application with the IEPF Authority:
 - (a) Self-attested Client Master List (CML) duly certified by DP;
 - (b) Self-attested copy of Aadhaar card/ Passport in case of NRIs and PAN card of the claimant(s);
 - (c) Duly notarised Indemnity Bond ([Click Here](#)) executed by the claimant(s);
 - (d) Original cancelled cheque leaf of the Bank Account with names printed on the same which is linked with the DEMAT account;
 - (e) If the market value of shares is more than Rs. 5 lakhs on the basis of the closing price of the Company on any one of the recognized stock exchanges, a day prior to the date of submission of application, following are the documents to be submitted:
 - i. Affidavit ([Click Here](#)) by claimant(s) on non-judicial stamp paper Rs. 500/-.
 - ii. Indemnity Bond ([Click Here](#)) by claimant(s) on non-judicial stamp paper of Rs. 500;
 - iii. Self-attested copy of PAN card and address proof of the claimant(s);
 - iv. Self-attested copy of PAN card and address proof of the witness to indemnity;
 - v. Self-attested copy of FIR / Police complaint having details of the security holder, holding details, Folio No., and distinctive number of the share certificate. The police complaint shall be in the name of the registered holder or his/her legal heir / successor / administrator / nominee, as applicable. In case if any other person has made the complaint, a valid clarification shall be submitted in this regard.
 - vi. A foreign national or non-resident Indian, in lieu of FIR/Police Complaint, shall be permitted to provide self-declaration of securities lost or misplaced or stolen which shall be duly notarised or apostilled or consularised in their country of residence, along with self-attested copies of valid passport and overseas address proof.
 - vii. Copy of advertisement ([Click Here](#)) regarding loss of securities in a widely circulated newspaper.

(f) If the market value of shares is up to Rs. 5 lakhs on the basis of the closing price of the Company at any one of the recognized stock exchanges a day prior to the date of submission of application, following are the documents to be submitted:

- i. Affidavit ([Click Here](#)) by claimant(s) on non-judicial stamp paper of Rs. 500/-;
- ii. Indemnity Bond ([Click Here](#)) by claimant(s) on non-judicial stamp paper of Rs.500/- duly attested by Notary Public by the person, in whose name the original share certificate are being issued that he/she has not sold / disposed off the involved securities or acted in any manner by which any interest of third party would have been created;
- iii. Self-attested copy of PAN card and address proof of the claimant(s);
- iv. Self-attested copy of PAN card and address proof of the witness to indemnity;

(i) Other additional documents, as may be applicable:

Particulars	Document required
Mismatch in the signature	Affidavit for updation of specimen signature (Click Here) along with notarised current address proof and self-attested copy of identity proof.
Minor Difference in Name	Affidavit (Click Here), in case of mismatch of name as mentioned on the share certificate and the KYC documents.
Major Difference in Name	Duly notarised Marriage certificate or Government Gazette reflecting old and new name, as applicable, along with photo id proof of old name.
Death of one or more joint holder(s)	Duly executed Name deletion form along with Self-attested copy of death certificate of the deceased shareholder
Difference in Name of the deceased holder(s)	Affidavit (Click Here), in case of mismatch of name of deceased shareholder(s) as mentioned on the share certificate and death certificate.
Claiming of dividend after death of registered shareholder	Duly signed clarification letter specifying the reasons for claiming dividend even after death of the registered shareholder(s).
Difference in address	Old address proof (any Company communication or dividend counterfoil in original). In case if the same is not available, the claimant may submit any government issued proof viz. Election Identity Card, Aadhaar Card, Driving License, etc.
Unclaimed Suspense Account	Original Share Certificates of Rs. 10 each of Asian Paints Limited. In case if the same is not available, a detailed clarification letter in this regard.

Particulars	Document required
Difference in name of the husband/father of register holder(s)	Affidavit (Click Here), in case of mismatch in name of husband/father of the registered holder(s) vis-à-vis name as registered in records of the Company.

Notes:

- In case of any discrepancy / incompleteness in the documents, the Company / RTA may call additional information / documents from the claimant(s).
 - In the interest of the shareholder(s), the Company will conduct personal verification of the shareholder(s) holding shares in high value at the registered office address of the Company (if residing in Mumbai) or at the paint depot of the Company nearest to the registered address of the shareholder(s).
 - In case of non-availability of Certificate Nos./Distinctive Nos./ Folio nos., the RTA (upon written request by the security holder/claimant) shall provide the same.
 - There shall be no requirement of submission of surety for issuance of duplicate share certificate.
4. The Company, post verification of the above-mentioned documents, will issue 'Entitlement Letter' on its letterhead duly signed by Nodal Officer/Deputy Nodal Officer within 30 days from the date of submission of documents by claimant(s), with all the details required to fill in WebForm IEPF-5.
 5. The Claimant(s) to file WebForm IEPF-5 on the website of Ministry of Corporate Affairs ([Click Here](#)) and attach the 'Entitlement Letter' to the WebForm IEPF-5. A step-by-step procedure for filing the WebForm IEPF-5 can be accessed by [Clicking here](#). Further, the procedure for creation of "Registered User" on MCA V3 Portal can be accessed by [Clicking here](#).
 6. On successful submission of WebForm IEPF-5, an acknowledgement will be generated indicating the Service Request Number (SRN). Please note the SRN for future tracking of the WebForm IEPF-5.
 7. The Claimant(s) to print and self-attest the duly filed WebForm IEPF-5 and send to the Nodal Officer of the Company at the Registered Office address of the Company and thereafter, update the tracking details on the generated SRN on MCA V3 Portal and share the same with the Company.
 8. The Company to file its e-verification Report with the IEPF Authority within 30 days from the receipt of claim and thereafter shall provide a copy of the same along with the related documents to the claimant(s).
 9. Post filing of e-verification report, the IEPF Authority will further process the claim in terms of the IEPF (Accounting, Audit, Transfer and Refund) Rules, 2016.

TECH-ENABLED INTERFACE BY THE COMPANY'S RTA FOR SHAREHOLDER CORRESPONDENCE

- **'SWAYAM' – Investor Self-Service Portal**

RTA of the Company has launched 'SWAYAM', Investor Self-Service Portal, designed exclusively for the investors serviced by the RTA of the Company. 'SWAYAM' is a secure, user-friendly platform that empowers investors to effortlessly access information through a dashboard and avail various services in digital mode.

Following are the key features and benefits of 'SWAYAM' Portal:

- Updated status on electronic holdings across various companies serviced by the RTA and its subsidiaries.
- Tracking of corporate actions.
- Generate and track service requests/complaints raised on this portal.
- Shareholders holding shares in physical form can register on the said Portal only after updating their KYC details in their folio.

The investors can visit and access the 'SWAYAM' Portal at <https://swayam.linkintime.co.in/#>.

- **Availability of Chatbot Facility**

RTA of the Company has developed a Chatbot facility named "iDIA" to enable the investors to ask questions and get information about queries. iDIA is a Chatbot that utilizes conversational technology to provide investors with a round-the-clock intuitive platform to ask questions and get information about queries and the same can be accessed by visiting <https://in.mpms.mufig.com>.

- **Filing of e-Investor Service Request**

The shareholders are requested to take note that with effect from 12th July 2024, all queries or service requests in electronic mode, by any genuine shareholders, are to be raised only through website of RTA, the link for which is https://web.in.mpms.mufig.com/helpdesk/Service_Request.html.

The shareholders are requested to take note that any person who addresses an email to csg-unit@linkintime.co.in, will receive an auto acknowledgement conveying the above.

A step-by-step procedure to raise query/service request through website of RTA can be accessed by following the steps as mentioned below:

1. Please click on the following weblink: https://web.in.mpms.mufig.com/helpdesk/Service_Request.html. Thereafter, the person is required to –
 - (a) Enter email id & answer a math question, based on which OTP will be received for entering the same;
 - (b) Select from drop down/fill in Client name, DP ID Client ID/Folio, Mobile No., and Request Type;
 - (c) Thereafter, input the query details and submit. Provision has been made for attaching 5 separate files of 1 MB each.
2. Once a service request is submitted, an auto acknowledgement is sent providing the URN (Unique reference no.) assigned. The acknowledgement also has a URL through which the person can view the status of his service request. The said email is sent from noreply@in.mpms.mufig.com.

GRIEVANCE REDRESSAL FRAMEWORK

The Company believes that shareholders of the Company should be able to communicate their grievances and obtain redressal for violation of their rights. In order to facilitate this, the Company has a transparent framework for handling shareholder grievances, which would help shareholders register and escalate their grievances to the relevant authorities.

Shareholder escalation matrix:

- i. SEBI has requested the shareholders to approach the Company directly at the first instance for their grievance.
- ii. If the Company does not resolve the complaint of the shareholders within stipulated time, then they may lodge the complaint with SEBI/Stock Exchanges on the [SCORES](#) Platform for further action.
- iii. Further, in cases where investors raise issues, that require adjudication on any third-party rights, on questions of law or fact or which is in the nature of a law between parties, or if investors are not satisfied with outcome of complaints filed on SCORES platform post SEBI review, they can initiate dispute resolution through the [Online Dispute Resolution portal](#) within the prescribed timeline.
- iv. In addition, investors also have the option to approach legal forums including Civil Courts, Consumer Courts, etc.

In continuation of the Company's endeavour to strengthen its investor relations and corporate governance practices, the Company has an Investors' Grievance Redressal Policy, including escalation matrix, available on the website of the Company and can be accessed at <https://www.asianpaints.com/IGRPolicy.html>.

USEFUL INFORMATION FOR THE SHAREHOLDERS

1. Common and simplified norms for investor's service request

SEBI vide its Circular No. SEBI/HO/MIRSD/ MIRSD-PoD-1/P/CIR/2023/37 dated 16th March 2023 (subsumed as part of the SEBI Master Circular No. SEBI/HO/MIRSD/ POD-1/P/CIR/2024/37 dated 7th May 2024) read with SEBI Circular No. SEBI/HO/MIRSD/POD-1/P/CIR/2024/81 dated 10th June 2024, has prescribed common and simplified norms for processing investor's service request by RTAs and norms for furnishing PAN and KYC (Contact Details, Bank Details, and Specimen Signature) details.

As per said Circulars, it is mandatory for the shareholders holding securities in physical form to, *inter alia*, furnish PAN and KYC Nomination details and shall be able to process any service request only after registering the required details. Members are requested to note that dividends and other payments, if any, in respect of such KYC non-compliant folios shall only be made electronically with effect from 1st April 2024 upon registering the required details.

If a shareholder holding shares in physical form desires to opt out or cancel the earlier nomination and record a fresh nomination, he/she/they may submit the same in the prescribed form.

The Company sends individual letters to all the members holding shares of the Company in physical form for furnishing their PAN, KYC, and Nomination details. The relevant Circulars and necessary forms in this regard have been made available on the Company's website at <https://www.asianpaints.com/ShareholderServiceRequest.html> and its RTA at <https://web.in.mpms.mufig.com/client-downloads.html>.

Accordingly, the members are advised to register their details with the RTA or DP, as the case may be, in compliance with the aforesaid SEBI guidelines for smooth processing of their service requests and trading without any hindrance.

Following are the standardised and simplified forms for availing various investor service requests with the Company/RTA:

Type of Holder	Process to be followed
Physical	<p>For availing the following investor service requests, send the prescribed form to RTA either by raising request online on the website of RTA at https://web.in.mpms.mufig.com/helpdesk/Service_Request.html or by post to:</p> <p>MUFG Intime India Private Limited (formerly Link Intime India Private Limited) Unit: Asian Paints Limited C-101, 1st Floor, 247 Park Lal Bahadur Shastri Marg, Vikhroli (West), Mumbai – 400 083</p>

	Form for availing investor services to register PAN, email address, bank details, and other KYC details or changes/update thereof	Form ISR-1
	Form for registration/updation of signature	Form ISR-1 and Form ISR-2
	Form for nomination	Form SH-13
	Declaration to opt out of nomination	Form ISR-3
	Form for requesting issue of duplicate certificate and other service requests for shares, etc.	Form ISR-4
	Request form for transmission of shares by nominee or legal heir	Form ISR-5
	Request form for name deletion/name change/transposition form	Name Deletion / Name Change/Transposition Form
	The forms for above-mentioned investor service requests are available on the website of the Company and RTA at: Company: www.asianpaints.com/ShareholderServiceRequest.html RTA: https://web.in.mpms.mufg.com/client-downloads.html	
Demat	Please contact your DP and register your email address and bank account details in your demat account, as per the process advised by your respective DP.	

2. Consolidation of folios

Shareholders holding shares in more than one folio in the same names are requested to send the details of their folios along with the share certificates so as to enable the Company to consolidate their holdings into one folio.

3. Preservation of ownership documents

Shareholders are advised to keep copies of all their investment documentation i.e., share certificate, dividend counterfoil, Company communication in original, etc.

4. Manner of postage of documents

Shareholders are advised to send share certificates, cheques, demand drafts, etc. through registered/speed post or courier.

5. Non-resident shareholders

Non-resident shareholders are requested to immediately notify the following to the RTA of the Company in respect of shares held in physical form and to their DPs in respect of shares held in dematerialised form:

- Indian address for sending all communications, if not provided so far.
- Change in their residential status on return to India for permanent settlement.
- Particulars of their Non-resident rupee account, whether repatriable or not, with a bank in India, if not furnished earlier.
- Email address and Phone Nos.

6. Registration of email address

To support the green initiative, shareholders are requested to register their email address with their DPs or with the Company's RTA, as the case may be. Communications in relation to the Company like Notice and Outcome of Board meetings, Dividend credit intimations, Notice of AGM, and Integrated Annual Report are periodically sent electronically to such shareholders who have registered their email address.

In case of any change in relation to the email address, the members are required to intimate the same:

- a. For shares held in electronic form: to their respective DP.
- b. For shares held in physical form: to the Company/RTA in prescribed [Form ISR-1](#).

7. Shareholders having multiple accounts under different status/category:

Shareholders holding shares under multiple accounts under different status / category and single PAN, may note that, higher of the tax as applicable to the status in which shares are held under a PAN will be considered on their entire holding in different accounts.

8. Declaration under rule 37BA of IT Rules, 1962

In case dividend income under the provisions of the Act is chargeable to tax in hands of any person (holding shares on behalf of registered shareholders or acting as a custodian) other than the Registered Shareholder, then, a declaration to that effect is required to be submitted in terms of section 199 of the Income Tax Act, 1961 read with Rule 37BA of the Income Tax Rules, 1962 within the timelines as mentioned by the Company in its communication to the shareholders of the Company from time to time. On such submission, the Company will deduct tax in the name of such other person.

9. Voting Rights

The fundamental voting principle is 'One Share-One Vote'.

Equity shares issued by the Company carry equal voting rights, with an exception, where voting rights in respect of the shares, if any, lying in the Unclaimed Suspense Account, shares transferred to IEPF, and shares held by Asian Paints Employees Stock Ownership Trust are frozen till the rightful owner claims such shares and is transferred as such.

10. Dealing with SEBI registered intermediaries

Shareholders are requested to deal only through SEBI registered intermediaries and give clear and unambiguous instructions to their broker/sub-broker/DPs.

11. Investor Charter

In order to facilitate investor awareness for various service requests, SEBI had prescribed Investor Charter for RTAs, *inter alia*, detailing the services provided to investors, rights of investors, timelines for various activities of RTAs, do's and don'ts for investors, and Grievance Redressal Mechanism.

The Investor Charter of the Company's RTA is available on their website at <https://in.mpms.muvg.com/InvestorCharter.html>.

12. TDS on dividend

As per the Income Tax Act, 1961, as amended by the Finance Act, 2020, dividends paid or distributed by the Company after 1st April 2020, shall be taxable in the hands of the shareholders. Therefore, the Company is required to deduct tax at source (TDS) at the prescribed rates applicable to each category of shareholders.

The Company's communication with regard to TDS can be accessed by clicking here <https://www.asianpaints.com/TDSExemptionForms.html>.

FEEDBACK

Shareholder having any queries or concerns or requiring any clarifications, may write to the Company at investor.relations@asianpaints.com.

The shareholder alternatively can share their query / complaint / feedback at the investor query module available on the website of the Company at <https://www.asianpaints.com/InvestorContact.html>.