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FRAMEWORK FOR DEALING WITH UNCLAIMED AMOUNTS ON NCDs
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1. PURPOSE AND OBJECTIVE

1. Provide Procedural framework for dealing with unclaimed amount on Non-Convertible Debentures (NCDs) issued by the company.
2. Provide procedural framework for claiming of such amount by the investors.
3. SEBI circular no. SEBI/HO/DDHS/DDHS-RAC-1/P/CIR/2023/176 dated November 08, 2023, provides guidance on standardising the process to be followed by the Company for transfer of unclaimed amounts on Non-convertible Securities to Escrow Account and the process to be followed by the investors for making claims thereof.
4. Further, Regulation 61A (3) of the LODR Regulations, inter-alia, provides that any amount transferred to the Escrow Account in terms of Regulation 61A (2), remaining unclaimed for a period of seven years shall be transferred to the 'Investor Education and Protection Fund' (IEPF) constituted in terms of section 125 of the Companies Act, 2013 – in case of listed entities which are companies.

2. FRAMEWORK FOR TRANSFER OF UNCLAIMED AMOUNTS BY THE LISTED ENTITIES TO ESCROW ACCOUNTS AND CLAIM THEREOF BY INVESTORS

Applicability

Applicable on listed Non-Convertible securities with interest / redemption amount which has not been claimed within thirty days from the due date of interest / redemption payment.

Obligations of the Company:

1. **Transfer of unclaimed amounts to Escrow Account:** In terms of Regulation 61A (2) of the LODR Regulations, the Company shall, within seven days from the date of expiry of the said period of thirty days (as referred in paragraph above), transfer the unclaimed amounts to an Escrow Account to be opened by it in any scheduled bank.
2. **Interest in case of default:** In case a default is made in transferring the amount referred in paragraph 1 above or part thereof to the Escrow Account of TFSIN, the Company shall pay, interest on the amount that has not been transferred to the said account, for the period of default i.e., from the date of default till the date of transfer to the Escrow Account, at the rate of 12% per annum. The said interest amount shall accrue to the investors in proportion to the amount remaining unclaimed.
3. **Designating Nodal Officer:** The Company would designate as 'Nodal Officer', a person who may either be a Director, Chief Financial Officer, Company Secretary or Compliance Officer

of the Company. Such officer shall be the point of contact for investors entitled to claim their unclaimed amounts, SEBI, Stock Exchange(s) and Depositories. The Company shall display the name, designation and contact details of the Nodal Officer on its website. In case there is a change in the Nodal Officer due to any reason, the Company shall designate another person as a Nodal Officer within fifteen days of such change. The details of TFSIN Nodal Officer are as follows:

Name	Anupam Vasdani
Designation	Chief Financial Officer
Phone No.	080-43442800 (Working Days and Hours: Monday to Friday between 09:00 AM and 06:00 PM subject to holidays as per Company's policy)
Email Address	investorrelations@tfsin.co.in

- 4. Display of information w.r.t. unclaimed amounts by the Company on its website:** The company would display the following information on its website within a period of thirty days of transferring the unclaimed amount to the Escrow Account.:

ISI N	Amount lying unclaimed including Penal Interest, if any (in INR)	Category (Interest/ Dividend/ Redemption amount)	No. of investor s	Date when amount became due (dd/mm/yyyy)	Date when unclaimed amount was transferred to Escrow Account (dd/mm/yyyy)	Date when amount is to be transferred to IPEF (dd/mm/yyyy)
	...					
	Total					

Name and designation of the Nodal Officer:

Email ID and phone no.:

- 5. Search facility for investor:** The company website shall provide a search facility for investors to verify if there is any unclaimed amount due to them and lying in the Escrow Account of the Company. The search criterion may be based on combinations, such as:
- PAN and Date of birth; or
 - Name and Depository Participant Identification (DP ID)/ Client Identification (Client ID).
- 6. Information of unclaimed amount:** Upon such search, the following information shall be visible to the investor:

- a. Amount due to the investor on the date of payment (in INR);
- b. Category - interest/ redemption amount;
- c. Date when amount became due (dd/mm/yyyy);
- d. Amount (in INR) transferred to Escrow Account (including penal interest, if any, for delay in transfer by the Company);
- e. Date when unclaimed amount was transferred to Escrow Account (dd/mm/yyyy);

Further, the interest, if any, in the Escrow Account, that accrues to the investor in proportion to his/ her unclaimed amount, may also be disclosed by the Company.

7. Process for filing of claim:

If the name of investor is appearing in the list of unclaimed interest/redemption amount, then the investor to courier the following documents at our office address “Kind Attention: Nodal Officer, Toyota Financial Services India Limited, No. 21, Centropolis, 1st Floor, 5th Cross, Langford Road Shanti Nagar, Bangalore – 560 025” for processing the direct credit of interest/redemption amount:

- i. Request Letter provided in **Annexure 1** as sample
- ii. Self-attested copy of the PAN Card and Aadhaar Card
- iii. Certified copy of the updated Client Master List (CML) with revised/correct bank details
- iv. Cancelled cheque from the same bank account which is getting reflected in the revised CML
- v. An indemnity bond **Annexure 2** as sample on non-judicial stamp paper of as applicable

Above is the indicative list of documents required for processing the unclaimed interest/redemption amount. In case of any query, investor can write back to us at [**investorrelations@tfsin.co.in**](mailto:investorrelations@tfsin.co.in)

Also, investor may reach out to the Company Team at 080 43442800

The above policy shall be displayed on the website of the Company.

8. Processing of claim:

- a. The Company shall create an internal policy w.r.t. the process to be followed for verification of claims including the documents to be taken into account, facility to check status of claim by investor, etc.
- b. Upon receipt of a claim application, if TFSIN, upon examination, finds it necessary to call for further information or finds such application or document(s) to be defective or incomplete in any respect, it shall intimate the investor, of such need for information or defects or incompleteness, by e-mail or other written communication. The Company shall direct the investor to furnish such information or to rectify such defects or incompleteness or to re-submit such application or

document(s) within thirty days from the date of receipt of such communication, failing which the claim may be rejected. However, rejection of claim does not debar an investor from filing a fresh claim.

- c. The Company shall within thirty days of receipt of a claim application from an investor or complete information as called upon from the investor, remit the payment to the investor using electronic modes of funds transfer.
- d. The Company shall display the cumulative details of the number of claims received, processed, pending, etc. on its website.

9. Maintenance of records: The Company shall preserve information pertaining to the unclaimed amounts of investors including relevant documentation. The Company shall furnish necessary information, as and when called for by the Board.

10. Update of information: Any change in the information uploaded on the website shall be updated by the Company by the seventh day of the succeeding month.

3. FRAMEWORK FOR TRANSFER OF UNCLAIMED AMOUNTS FROM THE ESCROW ACCOUNT OF THE COMPANY TO IPEF AND CLAIM THEREOF BY THE INVESTORS

The Company shall adhere to the provisions of the Companies Act, 2023 and the rules made thereunder (as amended from time to time) in this regard.

4. REVIEW OF POLICY

The policy is to be reviewed at least once in a year.

Annexure 1

Date:

To

Toyota Financial Services India Limited,
Nodal Officer,
No. 21, Centropolis, 1st Floor,
5th Cross, Langford Road, Shanti Nagar,
Bangalore – 560 025

Kind Attention: Nodal Officer

Sub: Credit of the unclaimed interest/principal amount

Ref: Non-Convertible Debentures issued by Toyota Financial Services India Limited

Dear Sir / Madam,

I/We, _____, am/are holding Non-Convertible Debentures (“NCDs”) issued by Toyota Financial Services India Limited (“the Company”), as per below details:

Sr. No.	Details	Particulars
1.	No. of NCDs	
2.	ISIN	
3.	Amount remaining unclaimed	

With reference to the various reminders by the Company and telephonic conversation with the official of the Company, we request you to credit the unclaimed amount in the Bank Account, details of which are given as below:

Name of the Bank
Branch
Type of Account
Account Number
IFSC Code
MICR Code

Please find enclosed herewith the following documents to enable the Company to process the Unclaimed Amount:



Self-attested PAN Card Copy and Aadhar Card;

1. Certified copy of the updated Client Master List (CML) with your revised/correct bank details
2. Cancelled Cheque from the same bank account which is getting reflected in the revised CML
3. Indemnity Bond

Request you to process the credit of the unclaimed amount.

Thank You.

Yours faithfully

Sign/-

Name of Investor

Address:

Contact Details:

Annexure 2

INDEMNITY BOND

This is to certify and undertake that I/We have not claimed interest/ redemption amount for the Non-Convertible Securities being held by me/us as per details given below:

UNIT: Toyota Financial Services India Limited **(the Company)**

Name of the Debenture holder: _____

No. of NCDs	ISIN	DP ID / Client ID	Date on which Interest / Redemption became due	Interest / Redemption Amount

I/We hereby agree to indemnify Toyota Financial Services India Limited, its successors and assigns and the Directors, Employees and Officers thereof and their respective heir(s), executor(s) and administrator(s) and each of their estates and effects from and against all actions, causes, suits, proceedings, accounts, claims and demands whatsoever and against all duties, penalties, levies, Taxes, losses, damages, costs, charges, expenses and all other liabilities / sums of money incurred of whatsoever nature in relation to the receipt of unclaimed Interest / Redemption amount (refer table above) which it has to lawfully discharge.

The aforementioned indemnities are:

- (a) continuing, separate and independent obligations of the claimant(s); and
- (b) shall not be limited or reduced by any insurance, except to the extent that the proceeds of any such insurance are capable of being applied to reduce claims.

IN WITNESS WHERE OF I/WE HERETO HAVE HEREUNTO SET AND SUBSCRIBED OUR RESPECTIVE HAND AT

_____ **ON** _____ **DAY OF** _____, _____.
 (Place) (Date) (Month) (Year)

Name of the Applicant(s):	Name of the Second Joint Holder	Name of the Third Joint Holder
Signature:	Signature:	Signature:
Address:	Address:	Address:



Name of the Witness no. 1:	Name of the Witness no. 2:
Signature:	Signature:
Address:	Address:

Note: In case of joint holding all the Applicants should sign.