Magma General Insurance Limited (erstwhile Magma HDI General Insurance Company Limited)

This document intends to lay down policy framework for Dealing with unclaimed amounts of Investors with the Company in accordance with Guidelines issued by SEBI

Policy on dealing with unclaimed amounts of Investors

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Policy on Dealing with unclaimed amounts of Investors	Revision Dates:	Policy Version: 1.0

Base Document	**:**	SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 read with SEBI Circular on SEBI Circular dated November 8, 2023, on "Procedural framework for dealing with unclaimed amounts lying with entities having listed non-convertible securities and manner of claiming such amounts by investors
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Governing Guideline/Policy	**:**	SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 read with SEBI Circular on SEBI Circular dated November 8, 2023 on "Procedural framework for dealing with unclaimed amounts lying with entities having listed non-convertible securities and manner of claiming such amounts by investors
Legal aspects checked by	**:**	Ms. Swarnima Agarwal

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1. BACKGROUND

In accordance with Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("**SEBI Listing Regulations**") where the interest/redemption amount has not been claimed within thirty days from the due date of payment, within seven days from the date of expiry of the said period of thirty days, the amount will be transferred to an escrow account to be opened by the listed entity in any scheduled bank. Further, any amount which remains unclaimed in the Escrow Account for a period of seven years shall be transferred to the 'Investor Education and Protection Fund' constituted in terms of Section 125 of the Companies Act, 2013 (the "**Act**").

The purpose of this Policy is to define a standardized process to be followed by the Investors of the Company for claiming their unclaimed amounts lying with the Company in accordance with SEBI Listing Regulations, SEBI Circular dated November 8, 2023 on "Procedural framework for dealing with unclaimed amounts lying with entities having listed non-convertible securities and manner of claiming such amounts by investors" ("**SEBI Circular**") and provisions of the Act, as amended from time to time.

2. DEFINITIONS

The following terms for the purpose of this policy shall carry the meaning:

a. "Applicable laws" shall mean to include SEBI Listing Regulations [including any amendments or re-enactments thereof], Rules/guidelines/ notifications/circulars issued by SEBI and any other regulation, rules, acts, guidelines as may be applicable.

b. "Board" or "Board of Directors" shall mean Board of Directors of the Company, as constituted from time to time.

c. "Company"/ "Issuer" shall mean Magma General Insurance Limited.

d. "IEPF" shall refer to 'Investor Education & Protection Fund' constituted in terms of Section 125 of the Act.

e. "Investor" shall mean holder of Non-Convertible Securities.

f. "Unclaimed amount(s)" shall mean amounts due to Investors, i.e. interest/ redemption amounts which have not been claimed by such Investor.

h. "RTA" shall refer to the Registrar & Transfer Agent of the Company.

i. "SEBI" shall mean Securities and Exchange Board of India.

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

3. Obligations of the Issuer

3.1 In terms of the provisions of the SEBI Listing Regulations, if interest/ redemption amount is not claimed within thirty days from the due date of interest/ redemption payment, the Company shall within seven days after the expiry of the said period of thirty days, transfer the said amount to an Escrow Account opened in a scheduled bank.

3.2 In case a default is made in transferring the amount referred above or part thereof to an Escrow Account of the Company, it shall pay, interest on the amount that has not been transferred to the said Escrow 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 twelve percent per annum or such other rate as may be prescribed under Applicable law. The said interest amount shall accrue to the Investors in proportion to the amount remaining unclaimed.

3.3 Further, upon transferring any unclaimed amount to such Escrow Account, the Company shall also upload such details on the website of the Company i.e. https://www.magmainsurance.com as may be prescribed by SEBI, from time to time within a period of thirty days of transferring the unclaimed amount to the Escrow account..

3.4 Any interest / redemption amount which has been transferred to Escrow Account, as aforesaid, that remains unclaimed for seven years shall be transferred to the IEPF constituted in terms of Section 125 of the Act.

3.5 For the purpose of this Policy, the Company Secretary of the Company is designated as the "Nodal Officer" of the Company who shall be the point of contact for Investors entitled to claim their unclaimed amounts, SEBI, Stock Exchange(s) and Depositories. The contact details of the Nodal Officer have been provided on the website of the Company.

In case of change of Nodal Officer, the Company shall designate another person as Nodal Officer within fifteen days of such change.

3.6 Search facility for Investors: The Company shall provide a search facility on its website 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:

a. PAN and Date of birth; or
b. Name and Depository Participant Identification (DP ID)/ Client Identification (Client ID).

3.7 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/ dividend/ 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 listed entity);

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 Listed Entity.

4. Investor Service and Grievance Handling Mechanism

All investor service matters pertaining to issuances are handled by the RTA of the Company. Investors can address their queries or grievances, relating to claim(s) to the following:

Non-Convertible Debentures:

Niche Technologies Private Limited
Email ID: nichetechpl@nichetechpl.com
Website: www.nichetechpl.com
Tel.: 033-22806616/17/18

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

Company Secretary & Compliance Officer

Ms. Sidhi Jatkar
Equinox Business Park, Tower – 3
LBS Marg, unit no. 1B, 2B, 2nd Floor,
Kurla West – Mumbai – 400 070
Email Address: companysecretary@magmainsurance.com
Phone no.

5. Procedure for claiming unclaimed interest/redemption amount by the Investor, in case the same has not been transferred to IEPF:

In case, the Investor has not claimed / not been able to receive interest/redemption amount and which has not yet been transferred to the IEPF, the same can be claimed by following the below procedure:

(A) The Investors may send a request in the format enclosed as **Annexure A**, by email or hardcopy to the RTA or the Company requesting for release of the unpaid amount lying in the Unclaimed Account of the Company along with the following documents:

1. Self-attested copy of PAN
2. Self-attested copy of Address Proof
3. Certified copy of the updated Client Master List ("CML") with revised/correct bank details
4. Cancelled Cheque from the bank account which is reflected in the revised CML
5. Self-attested copy of Passport/OCI card/ PIO card (for Foreigners/ NRI)
6. For Physical holders, Form ISR – 1 and Form ISR – 2

(B) In case claim is made by legal heir(s), where the securities are held in single name without nomination, the following documents are required to be submitted along with a request in the format enclosed as **Annexure B**:

(i) A notarized affidavit from all legal heir(s) made on non-judicial stamp paper

of appropriate value, to the effect of identification and claim of legal ownership to the securities.

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

(ii) Duly signed transmission request form by the legal heir(s)/claimant(s).

(iii) Original death certificate or copy of death certificate attested by the legal heir(s)/claimant(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a Gazetted Officer.

(iv) Self-attested copy of PAN of the legal heir(s)/claimant(s).

(v) A copy of Succession Certificate or Probate of Will or Will or Letter of Administration or Court Decree as may be applicable in terms of Indian Succession Act, 1925 or Legal Heirship Certificate or its equivalent certificate issued by a competent Government Authority, attested by the legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer.

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

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

(vi) For cases where value of securities is up to Rs. 5 lakhs (in case of securities held in physical mode), and up to Rs. 15 lakhs per beneficial owner in case of securities held in dematerialized mode, as on date of application, and where the documents mentioned in para (v) are not available, the legal heir(s) /claimant(s) may submit the following documents:

i. no objection certificate from all legal heir(s) stating that they do not object to such transmission or copy of family settlement deed executed by all the legal heirs duly attested by a notary public or by a Gazetted Officer; and
ii. notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the RTA/ the Company, in the format as specified by SEBI, from time to time.

Upon receipt of a claim application, if the Company/RTA, 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/RTA shall direct the Investor to furnish such information or to rectify such defects or incompleteness or to resubmit such application or document(s) within 30 (thirty) days 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.

The Company/RTA shall within 30 (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. Request for release of unpaid amount will be entertained only if all the details of the Investor i.e. signature, address and bank details are matching with the details registered with Company/RTA.

6. **Procedure for claiming unclaimed interest/redemption amount by the Investor, in case the same has been transferred to IEPF**:

In case an Investor has not claimed interest/redemption amount and which has been transferred to the IEPF, the same can be claimed by following the indicative procedure:

(a) Any Investors whose unclaimed interest/redemption etc. has been transferred to IEPF, may apply for refund to the IEPF Authority by submitting an online application in Form IEPF-5 available on the website www.iepf.gov.in along with fee specified by the IEPF Authority, from time to time.

(b) Upon submission Form IEPF-5 shall be transmitted online to the Nodal Officer of the Company for verification of claim.

The claimant after making an application in Form IEPF-5 shall send updated Client Master List along with Indemnity Bond, Advance Receipts, other documents as enumerated in Form No. IEPF-5 duly signed by him, to the Nodal Officer of the Company at its registered office for verification of the claim.

(c) The Nodal Officer shall, within 30 (thirty) days from the date of receipt of claim, send an online verification report to the IEPF Authority after verification of details in Form No. IEPF-5.

(d) The claim will be verified by the IEPF Authority, and they may request additional documents or information if necessary.

The IEPF Authority will initiate the refund process if the claim is verified and approved, and the amount will be credited to the claimant's bank account.

7. Maintenance of records

The Company/RTA, as may be applicable, shall preserve all information pertaining to the unclaimed amounts of the Investors including relevant documentation required as per Applicable laws.

8. Disclosures

The Company shall make appropriate disclosures in compliance with the provisions of the SEBI Listing Regulations, in particular the disclosures required to be made on the website of the Company and updation(s) thereto.

9. Scope and Limitation

Statutory/ regulatory provisions and any amendments thereon, made from time to time, as applicable to the Company shall be binding on the Company and will be complied even if the same are not specifically incorporated in this Policy.

In case of any conflict between the provisions of this Policy and statutory/ regulatory provisions or amendments thereof from time to time, the stricter provisions, compliant with the Applicable laws shall prevail.

10. Policy review

This Policy shall be subject to an annual review.

Any amendments to the regulatory provisions shall *mutatis mutandis* be deemed to have been incorporated in this Policy effective the date specified as per the regulatory provisions.

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Annexure A

Kind Attention: Nodal Officer

Sub: Credit of the unclaimed interest/principal amount

Ref: Non-Convertible Debentures issued by Magma General Insurance Limited

Dear Sir / Madam,

I/We, _____, am/are holding Non-Convertible Debentures ("NCDs") issued by Magma General Insurance Limited ("the Company"), as per below details:

Sr. No.	Details	Particulars
1.	DP ID/ Client ID	
2.	No of Non-Convertible Debentures held	
3.	ISIN	
4.	Amount remaining unclaimed	

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;
- Self attested copy of Address Proof;
- Certified copy of the updated Client Master List (CML) with revised/correct bank details;
- Cancelled Cheque from the bank account which is reflected in the revised CML;
- Self attested copy of Passport/OCI card/ PIO card (for Foreigners/NRI);
- For Physical holders, Form ISR – 1 and Form ISR – 2.

Request you to process the credit of the unclaimed amount.

Thank You.
Yours faithfully
Sign/ -
Name of Investor
Contact Details:

Annexure B

Kind Attention: Nodal Officer

Sub: Credit of the unclaimed interest/principal amount

Ref: Non-Convertible Debentures issued by Magma General Insurance Limited

Dear Sir / Madam,

I / We, _____, with this letter, inform you that I am the legal heir/ nominee of Late_____. In connection with this, I have enclosed a list of required documents for your end to credit the unclaimed amount of Rs. _/ in favour of me to my bank account mentioned below:

Name of Legal heir/ Nominee:	
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 in favour of applicant:

- Notarised Affidavit cum Indemnity Bond from all legal heirs on non-judicial stamp paper of Rs.500/
- Original death certificate or copy of death certificate attested by the legal heir(s)/claimant(s) subject to verification with the original or copy of death certificate duly attested by a notary public or by a Gazetted Officer;
- Self- Certified Copy of PAN Card/ Aadhar Card for all legal heirs / claimants;
- The Succession Document should be self-attested by legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted Officer;
- Certified Copy of Client Master List of the Demat account of Late**;**
- Certified Copy of your Demat accounts's Client Master List of the legal heir/ nominee with updated Bank Details;
- Cancelled Cheque of your bank account where interest/ redemption is to be credited;
- Original Notarized NOC from all other legal heirs/ nominee, allowing the interest / redemption amount to be credited in your applicant;
- Notarized Copy of the Succession Certificate;

Request you to process the credit of the unclaimed amount.

Thank You.
Yours faithfully
Sign/ -
Name of Investor
Contact Details: