



**MARICO LIMITED**

**SHAREHOLDERS' MANUAL**

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## INVESTORS' GRIEVANCES CONTACT AND ESCALATION MATRIX:

### Primary contact

M/s. Link Intime India Private Limited is the Company's Registrar and Share Transfer Agent ("RTA") for handling all matters relating to its shares (both in physical as well as demat mode). All matters relating to the securities of the Company such as transfer, transmission, dematerialization, dividends etc. and related correspondence and queries may be addressed to RTA, as under.

Ms. Sayali Borchate (Head – Investor Grievance Cell)

Link Intime India Private Limited

Add: C -101, 247 Park, L.B.S. Marg, Vikhroli (West), Mumbai - 400083

Email Ids: [rnt.helpdesk@linkintime.co.in](mailto:rnt.helpdesk@linkintime.co.in)

Contact No.08108116767/ 49186000

Website: <https://www.linkintime.co.in>

### Escalation level 1

Ms. Jaya Suvarna (Manager - Client Relations)

Link Intime India Private Limited

Add: C -101, 247 Park, L.B.S. Marg, Vikhroli (West), Mumbai - 400083

Email Ids: [rnt.helpdesk@linkintime.co.in](mailto:rnt.helpdesk@linkintime.co.in)

Contact no.: 08108116767/ 49186000

Website: <https://www.linkintime.co.in>

Mr. Ashok Shetty (Vice President - Corporate Registry)

Link Intime India Private Limited

Add: C -101, 247 Park, L.B.S. Marg, Vikhroli (West), Mumbai - 400083

Email Ids: [rnt.helpdesk@linkintime.co.in](mailto:rnt.helpdesk@linkintime.co.in)

Contact no.: 08108116767/ 49186000 \

Website: <https://www.linkintime.co.in>

### Escalation level 2

In case a query or grievance remains unresolved post correspondence with the RTA, the investors may contact the Company, as per details mentioned below.

Mr. Vinay M A (Company Secretary & Compliance Officer)

Add: 7<sup>th</sup> floor, Grande Palladium, 175, CST Road,

Kalina, Santacruz (East) Mumbai - 400098

Email Id: [investor@marico.com](mailto:investor@marico.com) / [vinay.ma@marico.com](mailto:vinay.ma@marico.com)

Contact no. 022-66480480

### Escalation level 3:

In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through "SCORES", the centralized online system for lodging and tracking complaints. SCORES facility can be accessed at <http://scores.gov.in>

### Arbitration through regulatory bodies:

Additionally, as per SEBI Circular dated May 30, 2022, relating to Standard Operating Procedures for dispute resolution under the Stock Exchange, the procedure for arbitration of disputes between a Listed Company and/or Registrars to an Issue and Share Transfer Agents (RTAs) and its Shareholder(s)/Investor(s), can be accessed [here](#).

Separately, in case of disputes arising in the Indian Securities Market (against company, registrar and share transfer agents, Depository Participants, Stock brokers, etc.) investors can register their complaint on the [Online Dispute Resolution Portal](#), details of which can be accessed [here](#).

### SHAREHOLDER CORRESPONDENCE:

The Shareholders may send their correspondence by the way of written letters or through Email. The correspondence can be addressed to the Company at [investor@marico.com](mailto:investor@marico.com) or to the RTA, as above. **Email communication only from registered email id shall be considered.**

The Shareholders are requested to note that for the purpose of safety of information of shareholders, **email communication from any un-registered email id shall not be considered.**

Shareholders who have not registered their e-mail address with the RTA or Depositories, are requested to register their e-mail address in the following manner:

- a. For Shares held in Demat Mode – Contact your Depository Participant (DP)
- b. For Shares held in Physical Mode – KYC Form duly signed by Shareholder to be sent to RTA.

### RIGHTS OF SHAREHOLDERS:

Below are the key rights of a shareholder under Indian laws:

- To participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
- Opportunity to participate effectively and vote in general shareholder meetings.

- Being informed of the rules, including voting procedures that govern general shareholder meetings.
- Opportunity to ask questions to the board of directors, to place items on the agenda of general meetings, and to propose resolutions, subject to reasonable limitations and provisions of applicable law.
- Effective shareholder participation in key corporate governance decisions, such as the nomination and election of members of board of directors.
- Exercise of ownership rights by all shareholders, including institutional investors.
- To receive in a timely manner corporate actions such as dividend, bonus issue, rights issue, etc. if and as may be declared or approved by the Board of Directors or shareholders.
- To receive in a timely manner, correspondence to shareholders including annual report, notice of general meeting/postal ballot, etc.
- Adequate mechanism to address the grievances of the shareholders.
- Protection of minority shareholders from abusive actions by, or in the interest of, controlling shareholders acting either directly or indirectly, and effective means of redress.
- Proceeding against the Company by way of civil or criminal proceedings, including class action suit, if need be.
- Propose winding up of the company (as provided under the applicable law).
- To receive the residual proceeds, in case if a company is wound up.
- Any other rights as are specified under the relevant statutory enactments.

#### **DEMATERIALIZATION OF SHARES:**

Pursuant to Regulation 40 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, transfer of securities shall be carried out only in dematerialized form w.e.f. April 1, 2019. Accordingly, any securities (shares) held are transferable in demat form only. Hence, Shareholders are requested to dematerialize their shares held in physical form, if any.

General instructions on dematerialization are provided below:

- Dematerialization is the process of converting physical shares into electronic form.
- There is no need to fill in a transfer deed. The physical certificates have to be accompanied by a Demat Request Form (DRF), which can be obtained from the concerned Depository Participant.
- It is advisable to have the entire holdings held in demat mode so that the holdings have liquidity.

Detailed procedure on dematerialization, can be accessed, as under:

NSDL - <https://nsdl.co.in/services/demat.php>

CDSL - <https://www.cdslindia.com/Investors/open-demat.html>

## SHARE CERTIFICATE(S)

A share certificate is a certificate issued by a company certifying that on the date the certificate is issued to a certain person, he/she is the registered owner of shares in the Company. It is a legal document that certifies ownership of a specific number of shares of Marico Limited.

### **In case of loss of share certificates, what steps should one take?**

Immediately on the knowledge of loss of share certificates, one should inform the RTA. The information should contain the details of share certificates so lost, folio no., no. of shares and other relevant particulars. The said information needs to be signed by the first holder as per the specimen signature recorded with Marico Limited. The RTA after checking the details and signatures will mark a cautionary stop on the folio to prevent any further transfer of such lost share certificates. On receipt of such request, the RTA will send the complete procedure on duplicate share certificate. In the meanwhile, one should lodge a complaint with the police regarding loss of share certificates.

### **Process for issue of duplicate requests in dematerialized form:**

As per relevant [SEBI circulars](#), amended from time to time, listed companies can now issue securities **only in dematerialized form**, including in the following cases of service requests:

- Issue of duplicate securities certificate;
- Claim from Unclaimed Suspense Account;
- Renewal / Exchange of securities certificate;
- Endorsement / Transmission / Transposition; etc.

The RTA/ Company shall verify and process the service requests and thereafter issue a 'Letter of Confirmation' in lieu of physical securities certificate(s), to the claimant. The 'Letter of Confirmation' shall be valid for a period of 120 days from the date of its issuance, within which

the claimant shall submit with the Depository Participant for dematerializing the said securities. In case the claimant fails to submit the demat request within the aforesaid period, RTA/Company shall credit the securities to the Suspense Escrow Demat Account of the Company.

**For detailed process and documentation for various requests viz: demat, transfer, transmission, transposition, duplicate, renewal, replacement etc. kindly contact the RTA/Company.**

## **KYC, CONTACT AND NOMINATION DETAILS**

As per relevant [SEBI circulars](#), amended from time to time, it is now mandatory for all holders of physical securities to submit their PAN, Address, Mobile number, Bank account details, specimen signature and nomination details with the RTA. In view of the same, it may be noted that any service request can be processed only after the folio is PAN, KYC and Nomination compliant. Concerned shareholders are requested to furnish the requisite documents/information at the earliest.

Wherein any one of the above details are not available with the Company on or after December 31, 2023, such shareholders will be able to lodge any grievance or avail any service only after furnishing all necessary details required above. Any payments including dividend in respect of such folios shall only be made electronically with effect from April 1, 2024, upon registering the required details. The Company has sent communications to the concerned shareholders explaining the requirements of SEBI circulars and the same is available at <https://marico.com/india/investors/investor-relations-grievances>.

## **DIVIDEND**

### **Bank details for Electronic Shareholdings**

Shareholders are requested to ensure that their bank account details are updated in their Demat accounts/RTA, as the case may be, to enable the Company to make timely credit of dividend in their bank accounts.

### **What if I wish to receive dividend in other account?**

If you wish to receive dividend in an Account other than the one registered with the DP, you may change / correct Bank account details with your DP. Shareholders are requested to furnish complete details of their Bank Accounts including MICR codes of their Bank to their DPs.

### **What is National Electronic Clearing Service (NECS)?**

NECS facility is a centralized version of ECS facility. The NECS system takes advantage of the centralized accounting system in banks. Accordingly, the account of a bank that is submitting or receiving payment instructions is debited or credited centrally at Mumbai. Under this system, one can receive dividend electronically and the problems such as loss/fraudulent interception of dividend warrants during postal transit can be avoided.

### **What are the benefits of NECS (payment through electronic facilities)?**

Some of the major benefits are:

- Investor need not make frequent visits to his bank for depositing the physical paper instruments.
- Prompt credit to the bank account of the investor through electronic clearing.
- Fraudulent encashment of warrants is avoided.
- Exposure to delays / loss in postal service avoided.
- As there can be no loss in transit of warrants, issue of duplicate warrants is avoided.

### **Why can't Marico Limited take on record the bank details in case of shares held in electronic/demat form?**

As per the Depository Regulations, the company is obliged to pay dividend as per the details of demat shareholders furnished by the concerned DP. However, if in case one needs to record his mandate then such details need to be furnished to the respective DP and not to Marico Limited or its RTA, as we are not authorised to make or incorporate any change in records received from the Depository.

**For further details, kindly contact the RTA.**

### **GENERAL**

#### **Change in address / other Personal Details:**

#### **If the shares are in electronic mode, what is the procedure for recording change of address?**

Since the respective DP maintains the records of all the shares in electronic form, therefore any information pertaining to the change in address needs to be furnished to the respective DP.

#### **Can there be multiple addresses for a single folio?**

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



### Can joint-holder(s) other than the first holder request for a change of address?

No. The request letter for updation of records should be signed by the first holder along with the signatures of the joint holders.

### If the shares are in physical mode, what is the procedure for recording change of address?

A request letter for updation of records need to be filed in by giving the new address along with the Pin Code (Mandatory) and signed by the shareholder(s) (including all joint-holders) as per the specimen recorded with Marico Limited (the Company) or with the Company's RTA. Also, the folio number must be quoted for reference.

### SHAREHOLDERS' INFO ON MARICO WEBSITE:

Relevant information regarding shareholders' services, investor grievance redressal process and other matters concerning shareholders have been provided in detail under the Investors page of Marico's website (<https://marico.com/india/investors>).

Further, details on the below matters are hosted on Marico's website and can be accessed using the links mentioned:

Particulars	Weblink
General guidelines on dematerialization	<a href="#">Link</a>
Matters pertaining to unclaimed dividend / shares / IEPF	<a href="#">Link</a>
PAN, KYC and Nomination & SEBI ISR forms	<a href="#">Link</a>
General communication of TDS on Dividend	<a href="#">Link</a>
Other shareholder request forms	<a href="#">Link</a>

#### **Disclaimer:**

*This manual is an effort to educate its Shareholders about their rights as shareholders, standard procedures and documentation requirements for certain matters. The manual should be considered as an informal guideline only. The manual is intended, but not promised or guaranteed, to be correct, complete and up-to-date. The Company, its Directors or officers do not warrant that the information contained in this manual is complete and hereby disclaim(s) any liability to any person for any loss or damage caused by errors or omissions, whether such errors or omissions result from negligence, accident or any other unintentional cause. The Company, its Directors or officers further assume no liability for the interpretation and / or use of the information contained in this manual. Readers are requested to refer to the specific provisions of the applicable laws for exact details and clarifications and are specifically informed that this manual does not purport to explain any laws or rules in force.*