

Circular No.: NSDL/POLICY/2015/0040

Date: April 13, 2015

**Subject: Separate mobile number and E-mail address for each Client.**

All Participants are hereby informed that SEBI, vide its E-mail dated January 16, 2015 addressed to the depositories, has advised Participants to ensure that separate mobile number and E-mail address are uploaded for each client. However, under exceptional circumstances, the Participants may, at the specific written request of a client, upload the same mobile number or E-mail address for more than one client provided that such clients belong to one family. 'Family' for this purpose has been defined as self, spouse, dependent children and dependent parents. SEBI has also advised that Participants should have appropriate procedures in place to verify that separate mobile number and E-mail address are uploaded for each client.

In this context, Participants are requested to take note of the following and ensure compliance:

- 1) Applicability:** The requirement of separate mobile number / E-mail address for each client is applicable for all clients. The check must be incorporated by Participants at PAN level for each holder. In case of joint accounts, there is a provision for entry of mobile number and E-mail ID for each holder separately and such check must be incorporated at the holder level. Participants must ensure that mobile numbers or E-mail addresses of intermediaries including participants/ brokers/ sub-brokers/ franchisees/ custodians/ portfolio managers, etc or their employees are not captured in the account of the Client.
- 2) Same mobile number/E-mail ID in multiple client accounts:** Under exceptional circumstances, the Participant may, at the specific written request of a client, capture the same mobile number/ email address for more than one Client provided that such Clients belong to one family. 'Family' for this purpose would mean self, spouse, dependent children and dependent parents. For non-individual accounts, if the mobile number or E-mail ID captured is of the authorised signatory/director/trustee, then the same mobile number or E-mail ID can also be captured in the demat account of the person in his individual capacity. Further, it is clarified that in case a client has opened multiple accounts, then the same mobile number and E-mail ID can be captured in all such accounts having the same PAN.
- 3) Enhancements to be carried out in the DPM system:**
  - a) In case the same mobile number or E-mail ID is captured across multiple client accounts and the same is as per the permitted exceptions, a facility will be provided for the Participant to mark such permitted exceptions.
  - b) For custodial accounts, a provision to capture an additional E-mail ID will be provided so that both the E-mail ID of the custodian as well as E-mail ID of the Client can be captured. The

field where the E-mail ID of the custodian is captured will be provided to the Issuer/R&T Agent to enable them to provide corporate action related information.

- c) NSDL will generate alerts to identify client accounts where same mobile number and E-mail address are captured across the NSDL system based on PAN after considering permitted exceptions. Participants may carry out appropriate verification in such cases.

#### 4) Implementation:

- a) From August 1, 2015, in respect of new accounts opened or updation of mobile number and E-mail address of existing accounts, Participants must incorporate checks to verify that separate mobile number and E-mail address are captured for each Client by comparing the same with other client accounts of the same Participant. In case an exception is found, the Participant should verify that it falls within permitted exceptions and obtain specific written client request as required.
- b) For existing accounts (*i.e. accounts opened before August 1, 2015*), Participants must identify such accounts which contain the same mobile number or E-mail ID, and in case they are not permitted exceptions, take up with the concerned client for updation by December 31, 2015.
- b) On an ongoing basis NSDL will provide alerts to Participants where the same mobile number or E-mail address are captured across multiple clients in NSDL system. Participants are required to verify and confirm the same.

For and on behalf of  
**National Securities Depository Limited**

**Samar Banwat**  
**Senior Vice President**

FORTHCOMING COMPLIANCE			
Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10 <sup>th</sup> of the following month.	By email at <a href="mailto:dp_igreport@nsdl.co.in">dp_igreport@nsdl.co.in</a> . Alternatively, by hard copy to the Investor Relationship Cell.	1. Circular No. NSDL/PI/98/500 dated October 6, 1998. 2. Circular No. NSDL/PI/2004/1688 dated September 16, 2004.
Charge Structure	April 30 <sup>th</sup> every year.	By email at <a href="mailto:dpfees@nsdl.co.in">dpfees@nsdl.co.in</a> .	1. Circular No. NSDL/POLICY/2006/0064 dated December 26, 2006. 2. Circular No. NSDL/POLICY/2007/0003 dated January 8, 2007.
Internal/ Concurrent Audit Report (October - March)	May 15 <sup>th</sup> every year	Digitally signed report by email at <a href="mailto:nsdl-bp-inspection@nsdl.co.in">nsdl-bp-inspection@nsdl.co.in</a> . Alternatively, by hard copy to Inspection Department.	1. Circular No.: NSDL/POLICY/2015/0025 dated February 23, 2015 and Circular No. NSDL/POLICY/2010/0017 dated February 22, 2010.