

Generating Awareness on Availability of Dispute Resolution Mechanism at Stock Exchanges against Listed Companies/Registrar to an Issue and Share Transfer Agents

To protect the interests of investors in securities, Securities and Exchange Board of India (SEBI) has introduced Dispute Resolution Mechanism at Stock Exchanges by issuing a Standard Operating Procedure (SOP) vide its circular no. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/76 dated May 30, 2022, for dispute resolution of investors against Listed Companies/Registrar to the Issue and Share Transfer Agents (RTAs).

With respect to same, we wish to inform the shareholders of ICICI Prudential Life Insurance Company Limited (the Company) that if they have any dispute against the Company and/or Registrar and Share Transfer Agents (RTA) of the Company ie. KFin Technologies Limited, pertaining to delay or default in processing any of the request of the shareholders, then the shareholders, after exhausting all actions for resolution of complaints including the SCORES portal, may file for arbitration with the Stock Exchanges. The period for filing the claim in arbitration is governed by the Law of Limitation Act, 1963. The arbitration proceedings will be concluded by issuing an arbitral award within four months from the date of appointment of arbitrator(s).

Further, in order to generate awareness on availability of dispute resolution mechanism at stock exchanges against Listed Companies/Registrar to the Issue and Share Transfer Agents (RTAs), SEBI, vide its letter ref No. SEBI/HO/OIAE/2023/03391 dated January 27, 2023 has advised to issue the following intimation, either by e-mails or by SMSs to all investors, who hold shares in physical form:

“If you have any dispute against a listed company and or its Registrar and Share Transfer Agent (RTA) on delay or default in processing your request, as per SEBI circular dated May 30, 2022, you can file for arbitration with Stock Exchange.

For more details, please see the web links of the stock exchanges-

*BSE - <http://tiny.cc/m1l2vz>
NSE - <http://tiny.cc/s1l2vz>”.*

The relevant SEBI circular and letter are available on the website of the Company at www.iciciprulife.com.

In case, you have any further questions or should you require any further clarifications in this regard, please write to KFin Technologies Limited, Unit: ICICI Prudential Life Insurance Company Limited, Selenium Tower B, Plot 31-32, Gachibowli, Financial District, Nanakramguda, Hyderabad – 500 032 or write mail from registered email id to einward.ris@kfintech.com.