

1. Why the original Face Value of the Bond is not paid at the time of claim processing?

Bank has issued various Bonds at discount to the Face Value. In terms of the offer documents, the Face Value of such Bonds varied according to the date of maturity / exercise of Call / Put option. The same was also indicated on the Bond certificate as well. Therefore at the time of exercise of Call option by the Bank, Face Value as applicable on the date of call option was paid to the investors.

For example, in case of Flexi 1 Deep Discount Bond had face value of Rs. 200000/- and were allotted at price of 5300/- on March 18, 1996. Under the said bonds, Bank / Investors had the right to exercise Call / Put option on the below mentioned dates at the Face Value indicated against the respective dates:

- After 04 yrs & 04 months, i.e. August 01, 2000 - Rs. 10000/-
- After 10 yrs & 08 months, i.e. December 01, 2006 - Rs. 25000/-
- After 15 yrs & 05 months, i.e. September 01, 2011 - Rs. 50000/-
- After 20 yrs & 02 months, i.e. September 01, 2016 - Rs. 100000/-
- After 25 yrs & 08 months, i.e. June 01, 2021 - Rs. 200000/-

In the above said case, Bank had exercised call option on August 01, 2000 and an amount of Rs.10,000/- (applicable Face Value on August 01, 2000) was paid for every bond held by the investors.

2. What is the interest rate applicable for Bonds?

Bonds are issued either at discounted price or at a particular fixed interest rate, payable on regular intervals (quarterly, half yearly or annually), which is mentioned on the offer document as well as on the face of Bond certificate.

In case Bonds are issued with fixed interest rate investors will be paid the interest amount at contracted rate as per the frequency mentioned on the offer document.

In case Bonds are issued at a discounted price, the investors are paid predetermined amount on maturity or on the dates of Call / Option if exercised by issuer / investor(s).

3. What is offer / Disclosure document?

“Offer document” also called prospectus, contains detailed terms & conditions (T&Cs) of the particular Bond issue. Both the investor and the issuer are bound by the T&Cs of the offer document.

4. What is meant by CALL / PUT Option for Bonds?

- **Call Option:** Call option grants a right but not an obligation to the issuer of the Bonds to redeem the Bonds on a pre-decided date or any date after the decided date, as defined in the Offer Document. In the context of Bonds issued by Bank, the Bank had an option to redeem the Bonds on dates as specified in the Offer Document and also mentioned on the Bond certificate.
- **Put Option:** Put option grants a right but not an obligation to the holder of the Bonds to surrender the Bonds on a pre-decided date or any date after the decided date, as defined in the Offer Document. In the context of Bonds issued by Bank, the bondholders had an option to surrender the Bonds on dates as specified in the Offer Document and also mentioned on the Bond certificate.

5. Why call option was exercised on it's own by IDBI Bank?

In terms of the offer document, the right to exercise Call / Put option was available to both Bank & Investors. Accordingly, in terms of offer documents, Bank had exercised the Call option on Bonds at dates specified in the Offer Documents / Bond Certificates. On exercise of Call / Put option the Bond reaches its maturity and no further interest accrues on the amount of investment.

Therefore, investors are required to surrender the original Bond certificate to the Bank for claiming the maturity proceeds on account of exercise of Call / Put option.

6. Why I have not been informed by the bank about the exercise of the call option?

In terms of the offer documents, notices for exercise of Call Option by the Bank were sent to the investor/s well in advance for their information, to the addresses last updated / recorded with the Bank. The notices of exercise of Call option were also widely published in newspapers. Reminder letters at recorded address have also been sent to the investors.

7. Why I had not received the interest / redemption warrant on time / due date?

The interest / redemption warrants as the case may be were /are dispatched to the investors at their last updated / recorded addresses with the Bank/RTA. In case the addresses were / are not updated with the Registrar & Transfer Agent (RTA), these warrants may have returned back. Investors are requested to kindly update their latest address with our Registrar & Transfer Agent (RTA) while submitting their claims. Contact details of the Registrar & Transfer Agent (RTA) are placed at the end of this FAQ section.

8. Who is Registrar & Transfer Agent (RTA)?

Registrar & Transfer Agent also called RTAs are appointed by the Bank in accordance with regulations to maintain the records of Bond Holders. RTAs main function includes:

- Maintaining the records of existing investor like investor's name, investment details / communication details & Bank details etc.
- Updation / Modification of the records of existing investor at the request of investors.
- Issue duplicate certificate / Cancel certificates to reflect changes in ownership.
- Maintaining the records of the transactions of the investors like sale / purchase or transfer of the Bonds.
- Maintaining the records of the Bank transactions pertaining to interest / redemption payments.
- Calculating interest & TDS.
- Intermediary between Bank and Investors.

9. When do I become liable for TDS and at what rate is TDS deducted?

TDS stands for tax deducted at source. As per Income Tax Act, 1961, where the amount or aggregate of the amounts of interest credited or likely to be credited or paid during the financial year exceeds Rs.10, 000/-.

TDS is deducted at the time of payment of interest. Currently TDS for residents is deducted at the rate of 10% in cases where PAN / Correct PAN is furnished and at the rate of 20% where PAN / Correct PAN details are not furnished.

Note: As per regulation, no tax deduction at source is made where securities issued by Bank are held in dematerialized form and are listed on a recognized stock exchange.

10. How do I receive TDS certificate?

TDS Certificates are sent to the investors at their recorded address after end of every quarter by the Bank.

11. I am in possession of Bond certificate and want to know the current status of this bond.

IDBI Bank had exercised call option on several Bond issues without insisting for original Bond certificates and in such cases the maturity amount was paid as per the terms & conditions mentioned in the offer documents. Investors are requested to reconcile their bank accounts to find the details of credit. However, for further queries with regard to the status of Bond, investors may also approach their nearest IDBI Bank branch, office of our Registrars & Transfer Agent or write to us at ird@idbi.co.in

12. I / we have lost my / our original Bond Certificate/s, what is the process to claim the proceeds?

In case of loss of original Bond certificate/s, investor/s may approach their nearest IDBI Bank branch or office of our Registrar & Transfer Agent (RTA) along with following documents for claiming the proceeds.

- Indemnity Bond duly executed by investor(s) / claimant(s) on non-judicial stamp paper.
- Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.

- PAN Card (only consider as identity proof)
- Voter ID card
- Driving Licence
- Aadhar Card
- Passport
- Any other valid document issued by Govt. authorities.
- Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.
- Any other documents required by the Bank / Registrar (RTA) to process the claim.

13.I am in possession of a Bond certificate which was acquired by my guardian in my name when I was a minor. What is the process to claim the proceeds, consequent on attaining majority?

Investor may approach to the nearest IDBI Bank branch or centre of our Registrar & Transfer Agent (RTA), submit application along with following documents for claiming the proceeds.

- Original Bond Certificate
- Copy of Birth Certificate/ Secondary School Certificate.
- Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.
 - PAN Card (only consider as identity proof)
 - Voter ID card
 - Driving License
 - Aadhar Card
 - Passport
 - Any other valid document issued by Govt. authorities.
- Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.
- Any other documents required by the Bank / Registrar (RTA) to process the claim.

14.I am in possession of Bond certificate, which was acquired prior to marriage. What is the process to change the name consequent to change in marital status and claim the proceeds?

Investor may approach to the nearest IDBI Bank branch or centers of our Registrar & Transfer Agent (RTA), submit application along with following documents for claiming the proceeds.

- Original Bond Certificate
- Copy of Marriage Certificate/ Gazetted Notification, reflecting the change of name.
- Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.
 - PAN Card (only consider as identity proof)
 - Voter ID card
 - Driving License
 - Aadhar Card
 - Passport
 - Any other valid document issued by Govt. authorities.
- Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.
- Any other documents required by the Bank / Registrar (RTA) to process the claim.

15.I am in possession of Bond certificate, which was acquired in my old name. What is the process to change the name and claim the proceeds?

Investor may approach to the nearest IDBI Bank branch or centre of our Registrar & Transfer Agent (RTA), submit application along with following documents for claiming the proceeds.

- Original Bond Certificate
- Gazetted Notification, reflecting the change of name.
- Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.
 - PAN Card (only consider as identity proof)
 - Voter ID card
 - Driving License
 - Aadhar Card
 - Passport
 - Any other valid document issued by Govt. authorities.
- Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.

- Any other documents required by the Bank / Registrar (RTA) to settle the claim.

16. How can I claim unpaid Bond maturity?

- **Claim by Self:** Investor / Bond Holder, claiming the amount may approach to the nearest IDBI Bank branch or office of our Registrar & Transfer Agent (RTA) to submit the Form for claiming the amount, duly filled and signed, along with following documents.

- Original Bond certificate
- Indemnity Bond duly executed by investor(s) / Claimant(s) on non-judicial stamp paper (in case of loss of original Bond certificate).
- Copy of Birth Certificate/ Secondary School Certificate (if applicable).
- Copy of Marriage Certificate/ Gazetted Notification, reflecting the change of name (if applicable).
- Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.
 - PAN Card (only consider as identity proof)
 - Voter ID card
 - Driving License
 - Aadhar Card
 - Passport
 - Any other valid document issued by Govt. authorities.
- Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.
- Any other documents required by the Bank / Registrar (RTA) to settle the claim

- **Claim by Legal Heir / Nominee:** For claim process, legal heir / nominee may approach the IDBI Bank branch or office of our Registrar & Transfer Agent. Claimant is required to furnish following document for his / her claim.

- Bond Certificate
- Application in writing for his / her claim(s).
- Death certificate of investor/s.
- Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.

- PAN Card (only consider as identity proof)
 - Voter ID card
 - Driving License
 - Aadhar Card
 - Passport
 - Any other valid document issued by Govt. authorities
 - Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.
 - Any other documents required by the Bank / Registrar (RTA) for settling the deceased claim to comply with the legal requirements.
- **Claim by Non - Individual:** For claims on non - individual accounts, the customer should submit the Request Letter for Claiming the amount ,on the Company's / firm's/ institution's letterhead duly signed by the authorized signatories along with their valid identity and address proofs of the legal entity as well as authorized signatories. The customer may also be required to submit such other documents as may be required by the Bank.
- Bond Certificate
 - Officially valid documents (OVD) considered as identity & address proof in respect of establishing his / her identity.
 - PAN Card (only consider as identity proof)
 - Voter ID card
 - Driving License
 - Aadhar Card
 - Passport
 - Any other valid document issued by Govt. authorities
 - Cancelled cheque / Copy of Bank passbook, reflecting account number, MICR code, IFSC & Bank branch address.
 - Any other documents required by the Bank / Registrar (RTA) for settling the deceased claim to comply with the legal requirements.

17. Where I can find the relevant forms for claiming the amount?

Please click the following link to download the required forms / formats ([Download Forms / Format](#))

18. What is meant by unpaid & unclaimed maturity?

- **Unclaimed Bond:** On exercise of Call option by the Bank or on maturity of the Bonds, if the investor has not submitted claim for proceeds, such amounts are categorized as unclaimed.
- **Unpaid Bonds:** On exercise of Call option by the Bank or on maturity of the Bonds, the amount mentioned on warrants, which were issued against the interest / redemption amount are not yet encashed by the investors are categorized as Unpaid.

Investors are requested to kindly update their latest address with our Registrar & Transfer Agent (RTA) while submitting their claims. Contact details of the Registrar & Transfer Agent (RTA) are placed at the end of this FAQ section.

19. I have been informed by the Registrar & Transfer Agent / RTA that interest / maturity proceeds have been transferred to IEPF. What is IEPF?

“Investor Education and Protection Fund (IEPF) has been set-up under Section 205C of the Companies Act, 1956 by way of the Companies (Amendment) Act, 1999. As per the Act, the amount pertaining to matured Debentures or Bonds, which have remained unclaimed and unpaid for a period of seven years from the date they became due for payment shall be credited to the IEPF. The Fund has been established by Govt. of India, with a view to support the activities relating to investor education, awareness and protection.

20. What is procedure to claim the amount from IEPF?

Investors are requested to follow the following steps for claiming unpaid / unclaimed maturities from IEPF, Govt. of India.

- ❖ Download the form IEPF-5 from the website of IEPF (<http://www.iepf.gov.in>) for filing the claim for refund. Read the instructions provided on the website/instruction kit along with the e-form carefully before filling the form.

- ❖ After filling the form save it on your computer and submit the duly filled form by following the instructions given in the upload link on the website. On successful uploading an acknowledgement will be generated indicating the SRN. Please note the SRN for future tracking of the form.
- ❖ Take a printout of the duly filled IEPF-5 and the acknowledgement issued after uploading the form.
- ❖ Submit indemnity bond in original, copy of acknowledgement and self-attested copy of e-form along with the other documents as mentioned in the Form IEPF-5 to Nodal Officer (IEPF) of the company at its registered office in an envelope marked "Claim for refund from IEPF Authority".
- ❖ Claim forms completed in all aspects will be verified by the concerned company and on the basis of company's verification report; refund will be released by the IEPF Authority in favor of claimants' Aadhaar linked bank account through electronic transfer.

❖ **Contact Us:**

- IDBI Bank Ltd.
Domestic Resources Department
IDBI Towers, World Trade Centre Complex
Cuffe Parade, Colaba
Mumbai, Pin : 400005, Maharashtra.
Email: ird@idbi.co.in

❖ **Contact Details of our Registrar / RTA:**

- **Karvy Fintech Pvt. Ltd.**
(Formerly known as Karvy Computer share p. Ltd.)
Karvy Selenium Tower B,
Plot No. 31-32, Gochibowli,
Financial District, Nanakramguda,
Hyderabad-500032
Email Address: einward.ris@karvy.com
Website: www.karvy.com
Contact No. 040-6716 1600/ 1601
- **Datamatics Business Solutions Limited**
(Formerly Known as Datamatics Financial Services Ltd)

Plot No. A-16 & A-17,
Part –B, Cross Lane,
MIDC, Marol, Andheri (E),
Mumbai -400093
Email Address: ldbiflexi@dfssl.com
Website: www.dfssl.com
Contact No. 022-6671 2206 / 9645
