



## **Frequently Asked Questions (FAQs)**

### **COMPANY INFORMATION**

**1. What is the main line of businesses for Company?**

Radico Khaitan is one of the oldest and largest manufacturers of Indian Made Foreign Liquor (IMFL). We cater to the tastes of discerning consumers through our distinguished brands across various categories. As one of the largest providers of branded IMFL to the Canteen Stores Department (CSD) in India and the oldest and largest malt distillers in the country, we hold a unique position in the industry. Today, we stand as one of the few companies in the Indian alcoholic beverage industry to have developed the entire brand portfolio organically. This is a true testament to our focus on innovation, R&D strength, and understanding of consumer preferences. Our journey from a single distillery to a global brand reflects our commitment to excellence and our passion for crafting high-quality spirits that resonate with consumers worldwide.

**2. What is the address of the Registered Office of the Company ?**

The address of the registered office of the Company is Rampur Distillery, Bareilly Road, Rampur, Uttar Pradesh, 244901.

**3. What is the address of the Corporate Office of the Company ?**

The address of the Corporate office of the Company is Plot No. J-I, Block B-I, Mohan Co-operative Industrial Area, Mathura Road, New Delhi-110044.

**4. What is the Corporate Identity Number of the Company ?**

The Corporate Identity Number is L26941UP1983PLC027278.

### **SHAREHOLDERS RIGHTS**

**5. What are my rights as shareholder ?**

- right 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.
- 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.
- 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.

#### **QUERIES RELATING TO TRANSFER OF SHARES**

Please note that as per amended Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR) effective January 24<sup>th</sup>, 2022 read with SEBI circular no SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/8 dated 25<sup>th</sup> January 2022, any request for transfer, transmission, issue of duplicate share certificates, claim from unclaimed suspense account, renewal / exchange of securities certificate, endorsement, sub-division / splitting of securities certificate, consolidation of securities certificates/folios, transposition has to be processed in dematerialized mode only.

#### **QUERIES RELATING TO TRANSMISSION/ NOMINATION**

##### **6. What is the procedure of transmission of shares?**

Please submit documents as provided in SEBI circular no SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/65 dated 18<sup>th</sup> May 2022,.

##### **7. What is the process for nomination ?**

As per provisions of the Companies Act, 2013, you (individual/joint holders) can make nominations by submitting duly filled in and signed nomination form in Form SH- 13. Please contact your depository participant if you are holding shares in demat mode. It is advisable to keep a copy of nomination form for your records.

##### **8. Why is nomination useful ?**

Nomination makes it easier for the nominee to claim shares after death of shareholder as compared to cases where there are no nominations. In case of death of shareholders, nominee gets the first right over the legal heirs/ beneficiary.

##### **9. How can I change nomination ?**

You can simply submit duly filled in and signed Form SH-14 with the Company/ RTA. Please contact your depository participant if you are holding shares in demat mode.

## QUERIES RELATING TO DEMATERIALIZATION/ REMATERIALIZATION

### **10. What are the benefits of Dematerialisation of shares?**

Shares held in Demat mode have several advantages and helps eliminate many problems that investors have to face while dealing with shares. They minimize paperwork that is involved with the ownership, trading, and transfer of shares. It facilitates faster transactions and makes trade of shares extremely convenient. There are a wide range of advantages associated with a Demat account such as:

- Risk pertaining to physical certificates like theft, forgery and damage are eliminated
- Ease in portfolio monitoring

### **11. How do I convert my paper/physical certificates into an electronic holding ?**

To dematerialize your holding, you should first have an account with a Depository Participant (DP) of your choice. You may then hand over to your DP, the certificates along with the 'Dematerialisation Request Form' (DRF). Only the shares registered in your name can be submitted for dematerialization. Your DP will then send the DRF and the certificates to the RTA of the Company, and an electronic request will also be sent through the NSDL/CDSL network reconfirming the same. The RTA will verify the documents and if found in order, the dematerialization request will be confirmed to NSDL/CDSL who will in turn inform your DP. In the books of the Company, your folio with RTA will be debited and the account of NSDL/CDSL will be credited in respect of such dematerialized shares. NSDL/CDSL in their electronic records will credit the account of your DP who will then credit your account with the number of shares that have been dematerialized and the shares will thereafter be held in electronic form. This process would take approximately 15-20 days.

## QUERIES RELATING TO DIVIDEND & SHARES

### **12. I have not received the dividend or the dividend warrant/demand draft is expired/lost. How can I claim the dividend?**

Dividend once declared is wire transferred to shareholders' account within 30 days if the bank account is registered with the Company/ RTA/ DPs. In case the Company does not have bank account details of shareholders, there is discrepancies in the bank account, or the wire transfer is rejected for any reason, the Company sends a demand received dividend draft /dividend warrant to the registered address of the shareholder.

If you have not received the dividend, please write to RTA/Company by providing your folio no/ DP ID & Client ID along with details of dividend not received. The RTA/Company will either wire transfer or issue a demand draft in your favour, in case the dividend is unclaimed.

If the demand draft/dividend warrant is expired, please submit the original copy of demand draft/ dividend warrant to Company/ RTA. The Company/RTA will issue you a fresh demand draft.

For lost demand draft/dividend warrant, we generally request the shareholders to wait until the validity period of the demand draft/dividend warrant. In case the demand draft/ dividend warrant is still unclaimed, and the shareholder is unable to trace the original demand draft/dividend warrant, we issue fresh demand draft/dividend warrant or wire transfer the money upon receiving the request from shareholders.

**13. I have not for past years, how can I claim the dividend?**

The shareholders may note that the unclaimed/unpaid dividend for upto seven consecutive years are required to be transferred to Investor Education Protection Fund as per mandate of Companies Act, 2013. Further, if the dividends for all the seven consecutive years are unclaimed or unpaid, the Company is also mandated to transfer the corresponding shares to Investor Education Protection Fund. If you have not claimed your dividend/ or your dividend is unpaid for more than seven years, the dividend and the shares are likely to have been transferred to Investor Education Protection Fund. We request you to kindly submit a request to RTA/Company, basis which the RTA/Company will share the list of documents to be submitted. After due verification of documents, the Company will issue you a entitlement letter which is required to be submitted while submitting your claim for shares and dividend by duly filling in Form IEPF-5 available on website [www.iepf.gov.in](http://www.iepf.gov.in). The duly self-attested Form IEPF-5 and supporting documents in original are required to be submitted to Company's Nodal Officer.

**QUERIES RELATING TO DUPLICATE SHARES**

**14. I have lost the share certificate and wish to get a duplicate share certificate.?**

As per SEBI circular no SEBI/HO/MIRSD/MIRSD\_RTAMB/P/CIR/2022/70 dated May 25th, 2022, following documents are required to be submitted in order to make a request for issue of duplicate:

- Copy of FIR including e-FIR/Police complaint (Only if the value of shares exceeds Rs 5 lakh on the date of submission of application)
- Issuance of advertisement regarding loss of securities in a widely circulated newspaper (Only if the value of shares exceeds Rs 5 lakh on the date of submission of application)
- Submission of Affidavit as per Form A and Indemnity bond as per Form B.
- Duly filled up Form ISR-4

The Format of ISR-4 and other documents is available of the Company's website for ready reference.

The RTA/Company shall then verify and process the request and issue a Letter of Confirmation to the shareholder within 30 days of receipt of the request.

## MISCELLANEOUS QUERIES

### 15. My share certificate is torn/mutilated and wish to get a duplicate share certificate.

Please submit the original copy of share certificate along with a request for issuance of duplicate shares with the Company/RTA. The Company/RTA will issue Letter of Confirmation which needs to be submitted to your Depository Participant for dematerialization.

### 16. What are the timelines for processing shareholder request ?

The timelines for processing shareholder request are provided below:

Sr. No.	Nature of Service	Expected Timelines (number of days)
<b>A</b>	<b>Investor Service Request:</b>	
1	Processing of transmission request	21
2	Processing of issue of duplicate security certificate request	30
3	Processing of dematerialization request	15
4	Processing of remat request	30
5	Processing of Transposition request	15
6	I. Processing of request for change in / up-dation of	
	a. Name	30
	b. Signature	30
	c. Nomination	30
	d. Contact details (Address, E-mail and Mobile no.)	15
	e. Bank account details	15
	II. Processing of request for Up-dation of PAN	15
7	Processing of Re-validation of dividend / interest / redemption instruments and sending the remittance request files to the bank / Company	15
<b>B</b>	<b>Grievance Redressal</b>	
1	Providing response to the inquiries of the investors and Redressal of Grievance	30
<b>C</b>	<b>Other Operational activities</b>	
1	Intimation regarding distribution of corporate benefits (dividend, bonus, stock Split)	
	a. E-mail communication	15
	b. Physical communication	30