



Circular No.: NSDL/POLICY/2011/0057

Date: July 16, 2011

Sub: Changes in Client Details based on request received from Client through email or website of Participants.

As Participants are aware, addition, modification or deletion to Client details in depository accounts can only be carried out based on written request received from the Client. Participants have been requesting NSDL to permit addition, modification or deletion to the Client details in depository account based on the request received from Client through email or website of the Participants.

In view of the above, following procedure is added as point nos. (I) (11) (11.8) and (II) (5) (5.6) in NSDL Master Circular No. NSDL/POLICY/2009/0029 dated April 16, 2009:

Participant may add, modify or delete the details viz; Phone number, Fax number, Mobile number, Email ID and SMS facility based on the request received from the Client through email or website of Participant provided it ensures compliance with the following:

- (i) Request received through email:
 - (a) Request is received from the email address which is recorded in the DPM system.
 - (b) On receipt of request, a confirmation email is sent to the Client at the email address recorded in the DPM system requesting the Client to reply to email.
 - (c) The Client replies to the email sent as mentioned at point no. (b) above.
- (ii) Request received through the website of Participant:
 - (a) There are adequate systems and security features in place to authenticate the Client and to ensure that the Client itself has made a request for change.
 - (b) Participant must implement Secure Socket Layer (SSL) security for its internet facility featuring site authentication and encrypted communication and appropriate Client authentication so as to restrict the access only to the Client.
 - (c) Participant will be liable to conclusively prove the origin, date and time of receipt of request by it.
- (iii) The records relating to requests received through email or web portal are maintained by Participant for the stipulated period and are available for audit/inspection, as and when called for.



- (iv) After the changes are effected, keep the Client informed about the change through alternate means (e.g.: if mobile number is changed, an email or letter must be sent; if email address is changed, an SMS or letter at the address of the Client must be sent, etc.).

For and on behalf of
National Securities Depository Limited

Samar Banwat
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