

FAQ – Processing of Investor claims

1. Who can lodge the claim?

A beneficial owner holding demat account with CDSL through its registered depository participant, can file their claim for loss suffered due to negligence or deficiency in providing depository related services by the Depository Participant or CDSL with CDSL or the DP

2. What is the process for lodging of claim and necessary documents required to be submitted?

The beneficial owner shall submit the request for claim to CDSL in writing for loss suffered due to negligence or deficiency in providing depository related services by CDSL or depository participant along with the following supporting documents :

The beneficial owner may submit copy of following documents.

- i. Statement of claim
- ii. Details of estimated loss (including calculation) and supporting documents
- iii. FIR Copy (mandatory in case of fraud)

3. Can a claim be directly lodged with CDSL?

Yes, the claim can be lodged directly with CDSL.

4. Can demat account holder lodge a claim for transactions executed on other depository?

The demat account holder will have to lodge claim only for those transactions executed through CDSL's Depository system . If transactions are executed on other depository, then he/she will have to get in touch with the respective Depository.

5. Can a demat account holder lodge a claim relating to its trading related transactions if the stock broker and depository participant is the same entity?

A claim pertaining to trading related transactions cannot be lodged with CDSL even if the stock broker and depository participant is the same entity. Grievances relating to trade related transactions are to be lodged with the respective stock exchange.

6. How can demat account holder know the status of their claim?

The beneficial owner may reach out to CDSL to know the claim status.