



Central Depository Services (India) Limited

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COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/EASI/EASIST/2018/215

April 23, 2018

ADDITIONAL FACILITY FOR CHANGE OF CONTACT DETAILS IN CDSL DEMAT ACCOUNT BY EASI/EASIEST USERS [INDIVIDUALS]

DPs are advised to refer to Communique no. CDSL/OPS/DP/EASIE/3032 dated May 25, 2012 wherein we had informed regarding the release of the feature "Inform DP to change contact details in your demat account" provided to the users in the "Edit Profile" link in the user's easi/ easiest login.

CDSL is now pleased to inform release of the new facility, whereby the changes in the contact details (email id and or mobile number) effected by the BOs through their easi/easiest login ID, will be updated directly in the BO's demat account in CDSL system and easi profile.

The user [Individual BOs] will be able to update the contact details in the demat account through their easi/easiest login id from the Miscellaneous Menu -> edit profile option. Upon click of the option, page will be available wherein the current contact details i.e. the email id [as recorded in the easi login and demat account] and Mobile numbers [SMART registered mobile number as well as additional mobile number as recorded in the demat account and as recorded in easi profile] will be displayed to the user. It may be noted that if the email id and mobile number captured in the easi profile and in demat account are different then both the email ids and mobile number will be displayed to the user with the edit option.

Procedure for Change of email Id

1. Page will display all the email ids as presently available in the demat account BO Main Enquiry Module i.e. contact details page, Smart Registered page, Permanent Address page and email id recorded in easi profile. If the email ids recorded in easi and demat account contact details page are different then page will display both the email id with an edit button against the email id registered in demat account and system will also display the additional email id for information purpose. Example 1

Email id Registered in easi profile: abcd@yahoo.com

Email id Registered in demat account: abc@yahoo.co.in

Edit

Additional email IDs presently available in demat account; abcd@hotmail.com

[i.e. Email id in Smart Registered page] :

Additional email IDs presently available in demat account; abcd@gmail.com

[i.e. Permanent Address page]



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If email id recorded in easi profile and demat account contact page is the same, then page will display only one email id with the edit button against email id recorded in demat account and additional email ids will be available for information.

Example 2

Email: abcd@yahoo.com

Edit

2. Upon click of edit button, system will allow the user to edit the email id, After editing the email id, user will click on “send OTP” button. In case if the user is not registered for SMS alert facility, message will be available to the BO “Mobile number not registered for SMART, Please register for SMART to Continue”.
3. In case if the new email id entered by user is already recorded in another demat account, then the user needs to confirm to capture same email id for family accounts (refer communique no. CDSL/OPS/DP/POLCY/5139 dated April 15, 2015), declaration will be displayed to the user.
4. BO has to confirm the “Family declaration”. User needs to click on “Yes” to proceed ahead, or else user needs to enter different email id. User will click on “SEND OTP” button and message will be displayed to the user “OTP sent on email Id axxx@yahoo.com and mobile number xxxx999999 and is valid for 3 minutes”.
5. After entering the valid OTP, the email id will be updated in the demat account as well as in easi profile. If family declaration is given, the family flag will also be updated in the demat account.

Procedure for Change of Mobile number.

1. Page will display all the Mobile numbers as recorded in demat account i.e. on contact details page, SMART Registration Page, Permanent Address page and mobile number recorded in easi. If the Mobile number recorded in easi and demat account [registered for Smart facility] are different, page will display both the mobile numbers with an edit button against the mobile number registered in demat account and as well as the additional mobile numbers will be displayed to the BO for information

Example 1

Mobile number registered in easi profile: [9999999999](tel:9999999999)

Mobile number Registered in demat account: [8888888888](tel:8888888888)

Edit

[Registered in SMART].

Additional Mobile numbers presently available in demat account: [8888888888](tel:8888888888)

[Mobile number recorded in contact details]

Additional Mobile numbers presently available in demat account: [9999999999](tel:9999999999)

[Mobile number recorded in Permanent Address page]



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If mobile number is same in easi profile and in the demat account (registered for SMART facility), page will display mobile number registered in demat account with edit button.

Example 2

Mobile number: [9999988888](#)

Edit

Upon click of edit button, system will allow the user to edit the mobile number. After editing the mobile number, user will click on “send OTP” button. In case if the user is not registered for SMS alert facility, message will be available to the BO “Mobile number not registered for SMART, Please register for SMART to Continue”.

2. In case if the new mobile number entered by user is already recorded in another demat account, then the user needs to confirm to capture same mobile number for family accounts (refer communique no. CDSL/OPS/DP/POLCY/5139 dated April 15, 2015), declaration will be displayed to the user
3. BO has to confirm the “Family declaration”. User needs to click on “Yes” to proceed ahead, or else user needs to enter different mobile number. User will click on “SEND OTP” button and message will be displayed to the user “OTP sent on email Id [axxx@yahoo.com](#) and mobile number xxxx999999” “.
4. After entering the OTP the mobile number will be updated in the demat account as SMART registered mobile number and in easi profile. If family declaration is given, the family flag will also be updated in the demat account.

Points to remember.

Change of email id option will not be available to the CMs and NRIs from their easi/easiest login Id: They will have to contact the DP and submit the modification form for the said change.

With this release, DPR2 report will be discontinued and same will not be available to DP's. Further, the list of Family flag updated by the users through their easi/easiest login id, in their demat accounts will be available to DPs in their easiest login id in the List of users menu -> List of Users (Family flag) for DPs record for audit trail. It may be noted that details of all such modification/updation in demat account by the BOs through their respective easi/easiest login id, will be available to the DPs in the DPB9 report to update their back-office.



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DPs are advised to take note of the same and inform their BO's about this facility.

This facility has been released to users on April 20, 2018

Queries regarding this communiqué may be addressed to:

- Queries regarding this communiqué may be addressed to **CDSL – Helpdesk:** on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: helpdesk@cdslindia.com.
- **CDSL – Operations:** on (022) 2305-8648, 2305-8522 or 2305-8655. Emails may be sent to: easiadmin@cdslindia.com.

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Nayana Ovalekar
Chief Operating Officer