



# Central Depository Services (India) Limited

Convenient ⊕ Dependable ⊕ Secure

## COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/GENRL/2023/378

June 28, 2023

### PROCEDURE FOR UPDATION OF EMAIL ID AND MOBILE NUMBER IN DEMAT ACCOUNTS

DPs are advised to note the below mentioned procedure for simultaneously updation of the email ID and mobile number in the demat accounts, which were frozen for debits due to non-compliance of mandatory 6 KYC Attributes.

*For demat accounts where valid email-id and / or valid number mobile is /are not available on record and if the same are being updated simultaneously based on the request of the BO.*

*In this case DP is required to send the physical copy of the acknowledgement through the registered post on the registered address of the BO for such addition / updation in email ID and / or mobile number.*

*Further DPs are advised to keep the records of the logs i.e., the physical letters sent through courier / registered / speed post, PODs, for future audit / query purposes.*

Queries regarding this communiqué may be addressed to: **CDSL – Helpdesk** Emails may be sent to: [helpdesk@cdslindia.com](mailto:helpdesk@cdslindia.com) and telephone number 08069144800.

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AVP - Operations