



Central Depository Services (India) Limited

Convenient ☎ Dependable ☎ Secure

COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/5139

April 15, 2015

SEPARATE MOBILE NUMBER / EMAIL ID FOR CLIENTS

DPs are advised to note that SEBI vide its email dated January 16, 2015 has advised CDSL to instruct the Depository Participants to ensure that separate mobile number and e-mail address is uploaded for each client. However, under exceptional circumstances, the Participants may, at the specific written request of a client, upload the same mobile number/E-mail address for more than one client provided such clients belong to one family. 'Family' for this purpose would mean self, spouse, dependent children and dependent parents.

As DPs are aware, over the past few years CDSL has pro-actively been providing to DPs information on multiple demat accounts with same mobile number/email id/PAN/address/bank account numbers recorded in 5 or more accounts across DPs on daily, weekly and monthly basis as a risk mitigation measure with an advice to check and confirm regarding authenticity of the information captured and confirm to CDSL.

In view of the aforesaid email received from SEBI, a DP should ensure that separate mobile numbers and email address are being captured for each client (based on first holder PAN) by checking against existing demat accounts within the same DP subject to following exceptions:-

- (a) Clients belonging to one family where family would mean self, spouse, dependent children and dependent parents. Such client should submit specific written request to capture same mobile number or email id for family accounts. If the DP so desires, the same can be incorporated in the demat account opening form.
- (b) Demat accounts of clients with same first holder PAN but with different patterns of holding (i.e. joint accounts).
- (c) Mobile number and/ or email id of the authorized person captured in a non-individual account and in a demat account held by the said authorized person in his/her individual capacity.

DPs are advised to incorporate necessary systems and procedures to comply with the said SEBI directive with respect to demat accounts being opened or modification of mobile number or email id done with effect from **1st August, 2015**. The same should also be incorporated in the scope of internal audit of DP operations.

Queries regarding this communiqué may be addressed to:

- ❑ **CDSL – Operations** on (022) 2272-8698, (022) 2272-5197 or (022) 2272-8655. Emails may be sent to: helpdesk@cdslindia.com.

Nayana Ovalekar
Senior Vice President – Operations

DPs may email their complaints to: helpdesk@cdslindia.com

KEYWORD : SEBI

CDSL : your depository
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