

## **FREQUENTLY ASKED QUESTIONS**

### **DEPOSITORY SERVICES**

#### **Who is a Beneficiary Owner (BO)?**

The person who holds a Demat account is a beneficiary owner. In case of a joint account, the account holders will be beneficiary holders of that joint account.

#### **How can one avail the service of a depository?**

If an investor wants to avail the services offered by the depository, he has to open a Demat account with any of our branch. This is similar to opening an account with any branch of a bank in order to utilize the bank's services.

#### **How to open an account with aDP?**

A person can approach any identified branch of his/ her choice and fill up an account opening form. Demat account opening form is available at [www.pnb.net.in](http://www.pnb.net.in).

#### **Can a person open more than one account with the same DP?**

Yes. One can open more than one account with the same DP. There is no restriction on the number of accounts one can open with a DP.

#### **Whether a person is restricted to have an account with only one DP?**

No. There are no restrictions on the number of DPs one can open accounts with. One can open accounts with more than one DP.

#### **Can a customer operate a joint account on 'either or survivor' basis just like a bank account?**

No. The Demat account cannot be operated on "either or survivor" basis like the bank account. It must be operated jointly by all joint holders.

#### **Can one close his Demat account with one DP and transfer all securities to his account with another DP?**

Yes. One can submit account closure request to his DP in prescribed form. The DP will transfer all the securities, as per the instruction, and close the Demat account.

**What would be the charges for account closure and securities transfer due to account closing?**

The charges would be as per the schedule of charges of your DP, applicable at the time of account opening or any subsequent changes therein.

**Who can nominate?**

Nomination can be made only by individuals holding beneficiary accounts either singly or jointly. Non- individuals including society, trust, body corporate, partnership firm, karta of Hindu Undivided Family, holder of power of attorney cannot nominate.

**Can joint holders nominate?**

Yes. Nomination is permitted for accounts with joint holders. But, in case of death of any of the joint holder(s), the securities will be transmitted to the surviving holder(s). Only in the event of death of all the joint holders, the securities will be transmitted to the nominee, Photograph and signature of the nominee is also required in Account opening form (AOF).

**Can a NRI nominate?**

Yes, NRI can nominate directly. But, the power of attorney holder cannot nominate on behalf of NRI.

**Can a minor nominate?**

No, a minor cannot nominate either directly or through its guardian.

**Can there be more than one nominee?**

Yes, maximum of three nomination can be made for one depository account.

**Can a minor be a nominee?**

Yes, a minor can be a nominee. In such a case, the guardian will sign on behalf of the nominee and in addition to the name and photograph of the nominee, the name, address and the photograph of the guardian must be submitted to the DP.

**Can a NRI be a nominee?**

Yes, NRI can be a nominee subject to the exchange control regulations in force from time to time.

**Can separate nomination be made for each security held in a depository account?**

No. Nomination can be made account wise and not security wise.

**Can the nominee be changed?**

Yes, the nomination can be changed anytime by the account holder/s by simply filling up the nomination form once again and submitting it to the DP.

**What does transmission mean in relation to Demat accounts?**

Transmission is the process by which securities of a deceased account holder are transferred to the account of the surviving joint holder(s)/nominee/legal heirs of the deceased account holder.

**What would happen if no nomination is made for the account?**

In case nomination is not made by the sole account holder, the securities would be transmitted to the account of legal heir(s), as may be determined by an order of the competent court.

**Can anyone dematerialize his debt instruments, mutual fund units and government securities also in his Demat account?**

Yes. One can dematerialize and hold all such investments in a single Demat account.

**If one sells securities through a sub-broker, which part of the delivery instruction slip should be filled?**

If one is delivering securities to the sub-broker one would need to fill-in the off-market trade portion of the delivery instruction slip.

**How one does can knows about the settlement deadlines?**

The DP with whom customer has Demat account will prescribe the deadlines to be followed by him for submission of delivery instruction slips. Customer should deliver instructions to DP as per these deadlines.

**When one buys shares, in what time he will receive the securities from the broker?**

The broker is expected to transfer the securities to customer's account within two working days or four calendar days, whichever is later, after securities are received in its clearing member account, provided customer has made the requisite payment to the broker.

**How would one get his bonus shares or other non-cash entitlements?**

The concerned company obtains the details of beneficiary holders and their holdings from NSDL. Your entitlement will be credited by the company directly in depository account.

**How can I close the pledge after repayment of my loan?**

After you have repaid your loan, you can request for a closure of pledge by instructing your DP in a prescribed format. The pledgee on receiving the repayment will instruct its DP accordingly for the closure of the pledge.

**Whether pledgee account can be in a different DP?**

Yes. The pledgee can have an account with a different depository participant of NSDL.

**Can I change the securities offered in a pledge?**

Yes; if the pledgee [lender] agrees, you may change the securities offered in a pledge.

**Who will receive dividend on the pledged securities?**

Pledger will continue to receive dividend on the pledged securities. The pledgee will get the benefits only if pledge is invoked and on record date the shares are in the pledgee's account.

**If one is having depository account with NSDL, can he receive securities from an account holder having account with CDSL?**

Yes. Inter depository transfers are possible.

**Where to call in case of any help/details**

For any detail or help, bank can be contacted at 0120-2490000