Frequently Asked Questions (FAQs)

COMPANY INFORMATION

1. What is the main line of businesses for Company?

Headquartered in India, Airtel is a leading provider of telecommunications services with over 491 Mn customers in 18 countries across Asia and Africa. The company ranks amongst the top three mobile operators globally and its networks cover over two billion people. Airtel is India's largest integrated communications solutions provider and the second largest mobile operator in Africa. Airtel's retail portfolio includes high speed 4G/4.5G mobile broadband, Airtel Xstream Fiber that provides speeds up to 1 Gbps with convergence across linear and on-demand entertainment, streaming services spanning music and video, digital payments and financial services. For enterprise customers, Airtel offers a wide range of solutions that includes secure connectivity, cloud and data centre services, cyber security, Internet of Things (IoT), advertising technology and cloud based communication.

2. What is the address of the Registered Office of the Company?

The address of the registered office of the Company is Plot No. 16, Udyog Vihar, Phase-IV, Gurugram – 122015.

3. What is the address of the Corporate Office of the Company?

The address of the corporate office of the Company is Bharti Crescent 1, Nelson Mandela Road, Vasant Kunj, Phase – II, New Delhi – 110 070, India.

4. What is the Corporate Identity Number of the Company?

The Corporate Identity Number of the company is L74899HR1995PLC095967

5. Where is the Company listed?

The equity shares of the Company are listed on National Stock Exchange of India Limited (Script Code BHARTIARTL) and BSE Limited (Script Code 532454).

The Company has outstanding 1.50% foreign currency convertible bonds due 2025 ('FCCBs') of USD 1,000 Mn at par, convertible into fully paid-up equity shares of face value of Rs 5/- each of the Company at an initial conversion price of Rs 534/- per equity share, on or after February 27, 2020 and up to the close of business hours on February 7, 2025, at the option of the FCCB holders.

FCCBs are listed on Singapore Exchange Securities Trading Limited.

6. Where can I obtain information on the company's subsidiaries and associate companies?

The details can be accessed from our website at https://www.airtel.in/about-bharti/equity/results and is also available in the Annual Report of the Company.

7. Where can I obtain the quarterly/annual financial results of the Company from?

The Company's quarterly/annual financial information can be downloaded from https://www.airtel.in/about-bharti/equity/results or from websites of the stock exchanges viz https://www.nseindia.com/ and https://www.bseindia.com/. Alternatively, you may also register at https://www.airtel.in/email-alert for receiving email alerts.

8. What are the contact details for any query/ complaints?

Particulars	Contact Person	Contact details
For queries related to shareholding and dividend matters.	KFin Technologies Limited, RTA	**Address:** Karvy Selenium Tower B, Plot number 31 & 32, Financial District, Nanakramguda, Serilingampally Mandal, Hyderabad - 500032, India. **Email:** einward.ris@kfintech.com **Toll Free No:** 1800-3454-001
For Corporate Governance, investor grievance other secretarial related matters.	Mr. Rohit Krishan Puri, Company Secretary & Compliance Officer	Email: compliance.officer@bharti.in Tel. No: +91 11 46666100
For IEPF related matters.	Mr. Rohit Krishan Puri, Nodal Officer	Email: compliance.officer@bharti.in Tel. No: +91 11 46666100
For queries relating to financial statements and investor relations.	Head - Investor Relations	Email: ir@bharti.in Tel. No: +91 11 46666100

SHAREHOLDERS RIGHTS

9. What are my rights as a shareholder?

As the shareholder of Company, we seek to protect and facilitate you in exercising the following rights:

- right to participate in, and to be sufficiently informed of, decisions concerning fundamental corporate changes.
- opportunity to participate effectively and vote in general shareholder meetings.
- being informed of the rules, including voting procedures that govern general shareholder meetings.
- opportunity to ask questions to the board of directors, to place items on the agenda of general meetings, and to propose resolutions, subject to reasonable limitations.
- effective shareholder participation in key corporate governance decisions, such as the nomination and election of members of board of directors.
- exercise of ownership rights by all shareholders, including institutional investors.
- adequate mechanism to address the grievances of the shareholders.
- protection of minority shareholders from abusive actions by, or in the interest of, controlling shareholders acting either directly or indirectly, and effective means of redress.
- Proceeding against the Company by way of civil or criminal proceedings, including class action suit, if need be.
- Propose winding up of the company (as provided under the applicable law).
- To receive the residual proceeds, in case if a company is wound up.
- Any other rights as are specified under the relevant statutory enactments.

QUERIES RELATING TO TRANSFER OF SHARES

Please note that as per amended Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ***(LODR)*** *effective January 24th, 2022 read with SEBI circular no SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/8 dated 25th January 2022, any request for transfer, transmission, issue of duplicate share certificates, claim from unclaimed suspense account, renewal / exchange of securities certificate, endorsement, sub-division / splitting of securities certificate, consolidation of securities certificates/folios, transposition has to be processed in dematerialized mode only.*

QUERIES RELATING TO TRANSMISSION/ NOMINATION

10. Why should I keep shares in joint name?

It is advisable to register shares in joint names in order to facilitate Succession.

11. If the holding is in joint names and either of the holders is deceased, what is the procedure for deletion of names?

For shares held in physical form, please submit a duly notarized copy of death certificate of the deceased holder along with the PAN and original share certificates. For shares held in demat mode, please contact your depository participant.

12. What is the procedure for transmission of shares?

As per SEBI circular no SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/65 dated 18th May 2022, the documents to be submitted in order to make a request for transmission of shares is enclosed below as **Annexure 1**.

13. Why is nomination useful?

Nomination makes it easier for the nominee to claim shares after death of shareholder as compared to cases where there are no nominations. In case of death of shareholders, nominee gets the first right over the legal heirs/ beneficiary.

14. What is the process for nomination?

As per provisions of the Companies Act, 2013, you (individual/joint holders) can make nominations by submitting duly filled in and signed nomination form in Form SH- 13.

Please contact your depository participant if you are holding shares in demat mode.

It is advisable to keep a copy of nomination form for your records.

15. How can I Opt-out from Nomination?

You can submit duly filled declaration in Form ISR-3.

16. How can I change the nomination?

You can simply submit duly filled in and signed Form SH-14 with the Company/ RTA.

Please contact your depository participant if you are holding shares in demat mode.

QUERIES RELATING TO DEMATERIALIZATION/ REMATERIALIZATION

17. What are the benefits of dematerialization?

Dematerialisation is the process by which physical certificates of an investor are converted to an equivalent number of shares in electronic form and credited into the investors account with his depository participant.

18. What are the benefits of Dematerialisation of shares?

Shares held in Demat mode have several advantages and helps eliminate many problems that investors have to face while dealing with shares. They minimize paperwork that is involved with the ownership, trading, and transfer of shares. It facilitates faster transactions and makes trade of shares extremely convenient. There are a wide range of advantages associated with a Demat account such as:

- Risk pertaining to physical certificates like theft, forgery and damage are eliminated
- Ease in portfolio monitoring

19. How do I convert my paper/physical certificates into an electronic holding? [Dematerialisation]

To dematerialize your holding, you should first have an account with a Depository Participant (DP) of your choice. You may then hand over to your DP, the certificates along with the 'Dematerialisation Request Form' (DRF). Only the shares registered in your name can be submitted for dematerialization. Your DP will then send the DRF and the certificates to the RTA of the Company, and an electronic request will also be sent through the NSDL/CDSL network reconfirming the same. The RTA will verify the documents and if found in order, the dematerialization request will be confirmed to NSDL/CDSL who will in turn inform your DP. In the books of the Company, your folio with RTA will be debited and the account of NSDL/CDSL will be credited in respect of such dematerialized shares. NSDL/CDSL in their electronic records will credit the account of your DP who will then credit your account with the number of shares that have been dematerialized and the shares will thereafter be held in electronic form. This process would take approximately 15-20 days.

20. Can I pledge the shares held in demat mode?

Yes, shares held in demat mode can be pledged.

21. What is Rematerialisation?

It is the processes through which shares held in demat mode are converted into physical form in the form of share certificate(s).

22. How can I reconvert my electronic holdings into paper form? (Rematerialisation)

You can choose to reconvert his electronic holding into physical form at any time through his DP. On receipt of the rematerialisation request along with the 'Remat Request Form' (RRF) the Company will issue fresh certificates.

QUERIES RELATING TO DIVIDEND & SHARES

Important note: *In order to avoid fraudulent encashment of dividend warrants, it is advised that the shareholders get their bank accounts details updated with the Company/ RTA/ DPs. This will help the Company to directly transfer the funds in the bank account of shareholders. The process for change/updation of bank account is provided in point 28 of the FAQs.*

23. I have not received the dividend or the dividend warrant/demand draft is expired/lost. How can I claim the dividend?

Dividend once declared is wire transferred to shareholders' account within 30 days if the bank account is registered with the Company/ RTA/ DPs. In case the Company does not have bank account details of shareholders, there is discrepancies in the bank account, or the wire transfer is rejected for any reason, the Company sends a demand draft /dividend warrant to the registered address of the shareholder.

If you have not received the dividend, please write to RTA/Company by providing your folio no/ DP ID & Client ID along with details of dividend not received. The RTA/Company will either wire transfer or issue a demand draft in your favour, in case the dividend is unclaimed.

If the demand draft/dividend warrant is expired, please submit the original copy of demand draft/ dividend warrant to Company/ RTA. The Company/RTA will issue you a fresh demand draft.

For lost demand draft/dividend warrant, we generally request the shareholders to wait until the validity period of the demand draft/dividend warrant. In case the demand draft/ dividend warrant is still unclaimed, and the shareholder is unable to trace the original demand draft/dividend warrant, we issue fresh demand draft/dividend warrant or wire transfer the money upon receiving the request from shareholders.

24. I have not received dividend for past years, how can I claim the dividend?

The shareholders may note that the unclaimed/unpaid dividend for upto seven consecutive years are required to be transferred to Investor Education Protection Fund as per mandate of Companies Act, 2013. Further, if the dividends for all the seven consecutive years are unclaimed or unpaid, the Company is also mandated to transfer the corresponding shares to Investor Education Protection Fund. If you have not claimed your dividend/ or your dividend is unpaid for more than seven years, the dividend and the shares are likely to have been transferred to Investor Education Protection Fund. We request you to kindly submit a request to RTA/Company, basis which the RTA/Company will share the list of documents to be submitted. After due verification of documents, the Company will issue you a entitlement letter which is required to be submitted while submitting your claim for shares and dividend by duly filling in Form IEPF-5 available on **website** www.iepf.gov.in**.** The duly self-attested Form IEPF-5 and supporting documents in original are required to be submitted to Company's Nodal Officer.

You may follow the process stated in point 23 above, if your unclaimed/unpaid dividend has not crossed the aforesaid timelines. You can also check for unclaimed/unpaid dividend details at Company's website at https://www.airtel.in/about-bharti/equity/shares.

25. Why were my shares transferred to Investor Education and Protection Fund? How can I claim back my shares?

As per section 124(6) of the Companies Act, 2013 and Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016, as amended, all shares in respect of which dividend has not been paid or claimed for seven consecutive years or more shall be transferred by the company in the name of IEPF.

Shareholders whose shares are transferred to IEPF, may claim the shares from the IEPF by following the procedure specified below:

- Claimant(s) to file an application to the Nodal Office of the Company alongwith relevant supporting documents requesting for an entitlement letter.
- Company to issue an entitlement letter to the Claimant after verification of documents within 30 days.
- Claimant to claim dividend amount and/ or shares by submitting a web Form IEPF-5 on www.iepf.gov.in.
- Claimant to submit print outs of self-attested Form IEPF-5 along with other documents to the Nodal Officer of the Company at its registered office for verification of the claim.
- Company to send the verification report to IEPF Authority within 15 days of receipt of the claim.
- IEPF Authority to examine completeness of documents transferred.
- IEPF Authority to transfer shares and refund amount through electronic mode.

The detailed FAQs w.r.t. the process for claim of shares from IEPF are available on https://www.iepf.gov.in/content/iepf/global/master/Home/HelpAndFAQs/faqs-for-claimants.html.

QUERIES RELATING TO DUPLICATE SHARES.

26. I have lost the share certificate and wish to get a duplicate share certificate.

As per SEBI circular no SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/70 dated May 25th, 2022, following documents are required to be submitted in order to make a request for issue of duplicate:

- Copy of FIR including e-FIR/Police complaint (Only if the value of shares exceeds Rs 5 lakh on the date of submission of application)
- Issuance of advertisement regarding loss of securities in a widely circulated newspaper (Only if the value of shares exceeds Rs 5 lakh on the date of submission of application)
- Submission of Affidavit as per Form A and Indemnity bond as per Form B.
- Duly filled up Form ISR-4

The Format of ISR-4 and other documents is available of the Company's website for ready reference.

The RTA/Company shall then verify and process the request and issue a Letter of Confirmation to the shareholder within 30 days of receipt of the request.

27. My share certificate is torn/mutilated and wish to get a duplicate share certificate.

Please submit the original copy of share certificate along with a request for issuance of duplicate shares with the Company/RTA. The Company/RTA will issue Letter of Confirmation which needs to be submitted to your Depository Participant for dematerialisation.

MISCELLANEOUS QUERIES

28. What is the process to Register / Change / Update my PAN, KYC, Bank details, Mobile number, E-mail Id, Signature?

For shareholders holding shares in physical form, as per SEBI circular no SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/655 dated November 3, 2021 below forms are required to be submitted to our RTA:

1. Form- ISR-1 Register/ Change PAN and KYC Details. The documents to be submitted for each case is provided in Form ISR-1
2. Form- ISR-2- Confirmation of signature of securities holder by Bank.

The above forms are available on Company's website for your ready reference.

For shares held in demat mode, we request you to kindly check with your depository participant.

Please note that you can have only one address registered against your folio number.

29. How can I split or consolidate my shares certificate?

Please note that as per amended Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR) effective January 24th, 2022 read with SEBI Circular no SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/8 dated 25th January 2022, for any request for split and consolidation, the RTA/Company is mandatorily required to issue a Letter of Confirmation for dematerialisation. Therefore, you will not be able to get your shares consolidated or split.

30. What is Green Initiative? Why should I register for the same?

The Companies Act, 2013 and LODR, permits the Company to send the copy of Annual Reports and other communication to shareholders through electronic mode. This helps the companies to reduce its carbon foot prints by reducing the use of paper.

You can be part of the initiative if you have registered your email id with the Company/RTA/DP. We urge you to register your email ids and opt for receiving the copies of Annual Report and other documents through electronic mode.

If you are holding shares in physical mode, please send a duly signed request letter to Company mentioning your email id.

If you are holding shares in demat mode, we request you to reach out to your depository participant.

31. What are the timelines for processing shareholder request?

The timelines for processing shareholder request are provided below:

Sr. No.	Nature of Service	Expected Timelines (number of days)
A	**Investor Service Request**:	
1	Processing of transmission request	21
2	Processing of issue of duplicate security certificate request	30
3	Processing of dematerialization request	15
4	Processing of remat request	30
5	Processing of Transposition request	15
6	I. Processing of request for change in / up-dation of	
	a. Name	30
	b. Signature	30
	c. Nomination	30
	d. Contact details (Address, E-mail and Mobile no.)	15
	e. Bank account details	15
	II. Processing of request for Up-dation of PAN	15

7	Processing of Re-validation of dividend / interest / redemption instruments and sending the remittance request files to the bank / Company	15
B	**Grievance Redressal**	
1	Providing response to the inquiries of the investors and Redressal of Grievance	30
C	**Other Operational activities**	
1	Intimation regarding distribution of corporate benefits(dividend, bonus, stock Split)	
	a. E-mail communication	15
	b. Physical communication	30

Disclaimer*: Contents of FAQs should not be construed as professional / legal advice. Readers/ Shareholders should take specific advice from a qualified professional when dealing with specific situations. Without the prior permission of Bharti Airtel Limited, FAQs or content thereof or reference to it should not be made in any documentation or correspondences. We make no warranty of any kind with respect to the subject matter included herein. The Company shall each have no responsibility for any act, error or omission, whether such acts, errors or omissions result from negligence, accident or any other cause.*

Annexure A- Documents to be submitted for transmission.

Sr. No.	Documents required for transmission	Sole holder deceased & nomination registered	Sole holder deceased & nomination not registered
1.	Transmission Request Form	**Annexure C/ISR-5**	**Annexure C/ISR-5**
2.	Original death certificate or Copy of death certificate attested by a notarypublic/gazette officer or copy of the deathcertificate attested by the nominee(s)/claimant(s)/legal heir(s), subject to verification with original by the RTA/Listed Issuer	✓	✓
3.	Self-attested copy of Permanent Account Number Card of the nominee(s)/claimant(s)/legal heir(s) issued by the Income Tax Department	✓	✓
4.	Copy of Birth Certificate (in case the nominee/claimant/legal heir is a minor)	✓	✓
5.	KYC* of the Claimant Guardian (in case of nominee /claimant being a minor / of unsound mind). **If not KYC compliant*	✓	✓
6.	Original security certificate(s)	✓	✓
7.	Notarized affidavit from all legal heir(s)made on non-judicial stamp paper of appropriate value on identity and claim of ownership, as per the format provided in **Annexure D**.	**NA**	✓
8.	In case the legal heir(s)/claimant(s) are named in the Succession Certificate or Probate of Will or Will or Letter of Administration or Legal HeirshipCertificate (or its equivalent certificate), instead of the document mentioned in point 7 above, an Affidavit from such legal heir(s)/claimant(s), duly Notarised and as per the format provided in **Annexure D**, shall be sufficient.	**NA**	✓
9.	Copy of any of the following documents: (a) Succession certificate; or (b) Probate of Will; or (c) Will, along with a notarized indemnity bond from the legal heir(s)/claimant(s) to whom the securities are transmitted, as per the format specified provided in **Annexure E**; or (d) Letter of Administration; or (e) Court Decree; or (f) Legal Heirship Certificate or its equivalent, along with (i) a notarized indemnity bond from the legal heir (s)/claimant(s) to whom the securities are transmitted, as per the format specified provided in **Annexure E** and (ii) No Objection from all the non- claimants, duly attested by a notary public or by a gazetted officer as per the format provided in **Annexure F**.	**NA**	✓

	The document should be Attested by the legal heir(s)/claimant(s) subject to verification with the original or duly attested by a notary public or by a Gazetted officer.		
10.	For cases where the value of securities is up to rupees five lakhs per listed entity as on the date of submission of complete documentation in case of securities held in physical mode and up to rupees fifteen lakhs per beneficial owner in case of securities held in dematerialized mode, instead of and where the documentsmentioned in point 9 above are notavailable, the following documents may be submitted; (i) no objection certificate from all legal heirs(s), as per the format provided in **Annexure F**, or copy of family settlement deed executed by all the legal heirs, duly attested by a notary public or by a gazetted officer; and (ii) notarized indemnity bond made on non-judicial stamp paper of appropriate value, indemnifying the Share Transfer Agent/listed entity, in as per the format provided in **Annexure E**.	**NA**	✓

The Annexures stated in above table are available on Company's website for your ready reference.