



## 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 474 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 `5/- each of the Company at an initial conversion price of `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 Private Limited, RTA	<b>Address:</b> Karvy Selenium Tower B, Plot number 31 & 32, Financial District, Nanakramguda, Serilingampally Mandal, Hyderabad - 500032, India. <b>Email:</b> <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a> <b>Toll Free No:</b> 1800-3454-001
For Corporate Governance, investor grievance other secretarial related matters.	Mr. Pankaj Tewari, Company Secretary  Mr. Rohit Krishan Puri, Deputy Company Secretary and Compliance Officer	Email: <a href="mailto:compliance.officer@bharti.in">compliance.officer@bharti.in</a> Tel. No: +91 11 46666100
For IEPF related matters.	Mr. Pankaj Tewari, Nodal Officer  Mr. Rohit Krishan Puri, Deputy Nodal Officer	Email: <a href="mailto:compliance.officer@bharti.in">compliance.officer@bharti.in</a> Tel. No: +91 11 46666100
For queries relating to financial statements and investor relations.	Mr. Rajiv Sharma Head Investor Relations	Email: <a href="mailto:ir@bharti.in">ir@bharti.in</a> 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.



## QUERIES RELATING TO TRANSFER OF SHARES

*Please note that as per Regulation 40 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR), except in case of transposition or transmission, shares cannot be transferred unless they are held in dematerialized mode. Therefore, shareholders holding shares in physical form and wish to transfer the shares are requested to first apply for dematerialization of shares.*

## 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. I am the legal heir/executor in respect of the sole holder who is now deceased. How do I transmit the shares?

As per LODR, you need to follow the below process:

#### Shares held in Demat mode:

In case of transmission of shares held in demat mode, where the shares are held in a single name without a nominee, for the purpose of following simplified documentation, as prescribed by the depositories vide bye-laws or operating instructions, as applicable, the threshold limit is rupees five lakhs only per beneficiary owner account.

#### Shares held in physical from:

##### (a) where the shares are held in single name with a nominee:

- duly signed transmission request form by the nominee;
- original or copy of death certificate duly attested by a notary public or by a gazetted officer;
- self-attested copy of PAN card of the nominee.

##### (b) where the shares are held in single name without a nominee:

- an affidavit from all legal heir(s) made on appropriate non judicial stamp paper, to the effect of identification and claim of legal ownership to the shares shall be required;

Provided that in case the legal heir(s)/claimant(s) is named in the succession certificate or probate of will or will or letter of administration, an affidavit from such legal heir(s) / claimant(s) alone would be sufficient.

Provided further that:



- ✓ for value of shares, threshold limit of up to rupees two lakh only, as on date of application, a succession certificate or probate of will or will or letter of administration or court decree, as may be applicable in terms of Indian Succession Act, 1925 may be submitted:

Provided that in the absence of such documents, the following documents may be submitted:

- no objection certificate from all legal heir(s) who do not object to such transmission or copy of family settlement deed duly notarized and executed by all the legal heirs of the deceased holder;
  - an indemnity bond made on appropriate non judicial stamp paper, indemnifying the RTA/Company;
- ✓ for value of shares, more than rupees two lakh, per listed entity, as on date of application, a succession certificate or probate of will or will or letter of administration or court decree, as may be applicable in terms of Indian Succession Act, 1925 shall be submitted;

### **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 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.

### **16. I am the registered nominee(s) in respect of shares where the sole / all holders is / are deceased. What is the procedure for transmission of shares?**

For shares held in physical form, where nomination is registered, you will have to submit the following:

- Copy of the duly notarized death certificate(s) of the deceased holder(s).
- Original certificates for the shares.
- Transmission form (s) duly completed and signed by the nominee(s), whose signature (s) should be attested by his Bank Manager under his name, full address and official stamp of the Bank.
- Self-attested copy of PAN Card(s) of the nominee(s).
- Original cancelled cheque(s) of the nominee(s).



Unless there is any query on documents, the RTA/Company will issue approve the transmission of shares.

Please note that for shares held by joint holders, the shares can be transmitted to nominee only in case of death of both the shareholders.

For shares held in demat mode, please contact your depository participant.

## **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

**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/update 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 claim your shares and dividend after duly filling in Form IEPF-5 available on **website** [www.iepf.gov.in](http://www.iepf.gov.in) and send the copy of self-attested Form IEPF-5 and supporting documents in original to Company's Nodal Officer. Before, filling in Form IEPF-5, we suggest that your reach out to Company/ RTA to validate the details and then submit your claim. This would avoid unnecessary hassle you may face if the information filled in Form IEPF-5 is incorrect.

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>.



## QUERIES RELATING TO DUPLICATE SHARES.

### **25. I have lost the share certificate and wish to get a duplicate share certificate.**

Please submit a copy of First Information Report (FIR) with the Company/ RTA along with a request for issuance of duplicate shares. Please ensure that the FIR captures the correct details like name of shareholder, folio no, distinctive no and number of shares.

### **26. 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 you a duplicate share certificate after validating the details.

## MISCELLANEOUS QUERIES

### **27. What is the process for change of address?**

If you are holding shares in physical form, we request you to submit a copy of request letter along with self-attested copy of proof of change in address like passport, electricity bill, phone bill etc with the Company/RTA.

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.

### **28. How can I get my bank details updated?**

If you are holding shares in physical form, we request you to submit a request letter along with duly filled in ECS mandate form and original cancelled cheques (which has your name printed on it) with the Company/ RTA.

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

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

You may write to the Company/ RTA enclosing the relevant share certificate for splitting into smaller lots or consolidating all/or any of the share certificate into one lot. The share certificates, after splitting/consolidation, will be sent you at your registered address.

### **30. How can I change my name on share certificate?**

You may send your request to Company/RTA for effecting change of name in the share certificate(s) and records of the Company. Original share certificate(s) along with the supporting documents like marriage certificate, court order etc. should be enclosed. After verification, we will effect the change of name and send the share certificate(s) in the new name.

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



### 31. 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.

***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.