

# IEPF Claims Process

Reclaiming shares and unpaid amounts transferred to the Investor Education and Protection Fund

---

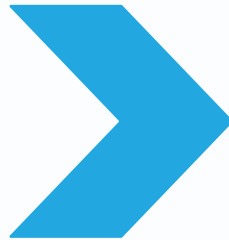
Companies Act, 2013 • IEPF Authority Rules • Form IEPF-5

## Why do shares and dividends move to IEPF?

### THE 7-YEAR TRIGGER

**Dividend remains unpaid /  
unclaimed  
for 7 consecutive years or  
more**

The related amount and, where applicable,  
shares are transferred to IEPF under the  
statutory framework.

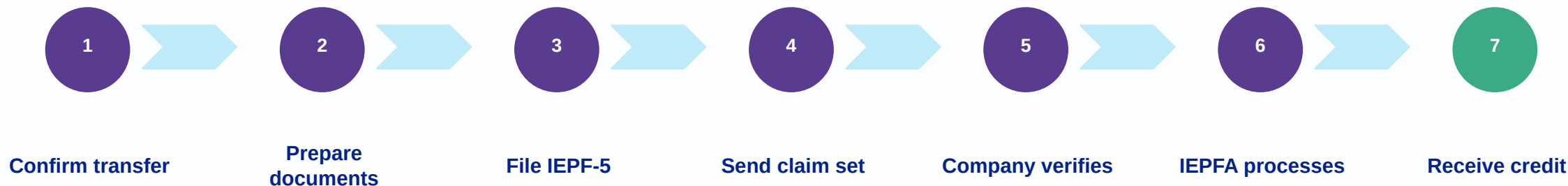


### RIGHT TO CLAIM

**Transfer to IEPF does not  
extinguish the rightful claimant's  
entitlement.**

Shares / amounts can be reclaimed through Form  
IEPF-5 and the Rule 7 process.

## Your shareholder journey at a glance



**The process has two interfaces**

Shareholder → Company / RTA /  
Nodal Officer

Company → IEPFA / MCA V3

Keep the SRN, dispatch proof and all claim documents until the shares / amount are credited.

# Confirm your entitlement before filing

## Company / RTA records

Search the company / RTA records for unclaimed dividend or shares transferred to IEPPF using folio or DP ID–Client ID.

## Match the holder

Check the holder name, folio, quantity and dividend years against your records.

## Resolve pre-claim issues

Address name, transmission, duplicate-certificate or KYC issues with the Company / RTA before filing.

## PRE-FILING CHECK

- Claimant / holder details match
- Folio / demat details are available
- Quantity and years are identified
- Company entitlement documents, if issued, are ready

**Tip: make the Company / RTA your first checkpoint before creating the SRN.**

## Build a clean document pack

### CORE IDENTITY & BANK

- PAN of claimant
- Prescribed identity / address proof
- Bank details with supporting proof
- Active mobile and e-mail

### SHARES / DEMAT

- Client Master List / demat details
- Folio / DP ID–Client ID
- Share certificate / entitlement papers, where applicable
- Year-wise amount / dividend details

### SPECIAL CASES

- Transmission / legal-heir documents, where applicable
- NOC / indemnity / affidavit / surety where prescribed
- Authority letter, if applicable
- Additional papers requested by Company / IEPFA

Document requirements depend on the claim facts. Use the current IEPF-5 and the Company / RTA checklist before dispatch.

## File Form IEPF-5 online on MCA V3

- 1 Create / use MCA V3 login**

Keep claimant e-mail and mobile active for OTP verification.
- 2 Open IEPF-5**

Choose the claim for shares, amount, or both, as applicable.
- 3 Enter claim particulars**

Company CIN, holder / folio or demat details, claim years and amount / shares.
- 4 Upload attachments**

Attach prescribed entitlement / authority and case-specific documents.
- 5 Submit and save SRN**

Retain the SRN and acknowledgement as the primary tracking reference.

**MCA V3: retain the SRN and track the application status**

## After filing: complete the physical / postal step

### DO NOT STOP AT THE SRN

The online filing must be followed by the prescribed claimant-to-company document step.

KEEP PROOF

- 1 Print / assemble**  
Prepare the signed claim set and case-specific attachments.
- 2 Send to Company**  
Dispatch to the registered office / Nodal Officer as instructed.
- 3 Update postal receipt**  
Update postal receipt against the SRN under “Pending for Action”, as indicated by IEPFA.
- 4 Retain records**  
Keep acknowledgement, dispatch proof and a scanned copy of the full set.

## Company verification is the critical bridge

CLAIMANT → COMPANY / NODAL OFFICER → IEPF-5 e-VERIFICATION REPORT → IEPFA

### Company checks

Identity • entitlement • records • documents

### If discrepancy arises

Respond quickly and align documents / particulars with Company / RTA records.

### Company submits EVR

IEPF-5 e-verification is filed as a linked form in MCA V3.

**Important: IEPFA warns that claims rejected in e-verification reports may be summarily rejected. Resolve discrepancies before refiling.**

## Before you click “Submit”



Claim verified against Company / RTA records



Current Form IEPF-5 filed and SRN saved



Name, PAN, bank and demat details are consistent



Physical claim set dispatched to Company / Nodal Officer



Correct folio / DP ID–Client ID and claim years captured



Postal receipt updated against SRN



Transmission / legal-heir documents complete, if applicable



Status monitored; queries answered promptly

Use official channels only. IEPFA states the refund process is free of cost and cautions investors against brokers / middlemen.

## Track, respond, and receive the refund

### Monitor status

Use MCA V3 / IEPFA tracking. Monitor processing after the postal receipt update.

### Answer queries

Respond to clarification / resubmission requests with matching, legible documents.

### Authority decision

IEPFA processes the verified claim under Rule 7.

### SUCCESSFUL OUTCOME

**Shares credited to claimant's demat account**



Eligible dividend refund credited through the prescribed banking process

**KEEP EMAIL • MOBILE • DEMAT • BANK ACCOUNT ACTIVE**

## TAKE ACTION

## Keep your IEPF claim moving

Keep your shareholder records current, retain your SRN and dispatch proof, and respond promptly to any query raised during claim processing.

### YOUR NEXT STEPS

- 1 Track using SRN
- 2 Keep bank & demat active
- 3 Answer queries promptly

### Need support?

HUL shareholder helpdesk

[levercare.shareholder@unilever.com](mailto:levercare.shareholder@unilever.com)

Please use the webinar chat window for questions during the session.

# Thank you

HUL SAKSHAM NIVESHAK SHIVIR 2026

Knowledge Protects, Awareness Empowers



CLAIM • TRACK • RESPOND

Use official channels  
and retain your SRN

**IEPF Claims Process**