



Hindustan Unilever Limited

HUL SAKSHAM NIVESHAK SHIVIR 2026

KYC COMPLIANCE WEBINAR

A practical guide for physical shareholders

8 October 2026 | 10:00–11:00 am
Via NSDL Platform



From awareness to action

Radhika's opening remarks set out why KYC matters. This session shows what to update and how to complete it.



Understand

What KYC means



Check

Which details are missing



Prepare

Forms and supporting proof



Submit

Send to the RTA



Follow up

Track and resolve gaps

Today's outcome

You should leave the session knowing the KYC record set, the relevant forms, the submission route, and the next action for your folio.

STEP 1

What is KYC?

For physical shareholding, KYC is the key identity, contact, banking and signature record used to service a folio correctly.

PAN

Identity

Address

Communication

Bank

Payments

Mobile / E-mail

Contact

Signature

Authentication



STEP 2

Why KYC compliance matters

KYC connects the right shareholder to the right folio, payment and service request.

1

Identity assurance

PAN, address and signature support authentication.

2

Dividend readiness

Updated bank particulars support electronic credit of corporate benefits.

3

Faster service

Complete records reduce mismatches, objections and repeated follow-up.

4

Regulatory discipline

Company and RTA processes operate within SEBI's investor-service framework.

Reliable folio data

Safer records • smoother servicing • more reliable shareholder communication

STEP 3

What details are covered in KYC?

Use Form ISR-1 for registering or changing key KYC particulars for physical securities.

PAN

PAN of holder(s); validity requirements apply.

Address

Registered address and proof where an update is requested.

Bank details

Account, bank and IFSC with prescribed supporting proof.

Mobile number

Current number for shareholder communication.

E-mail ID

Current e-mail for notices and correspondence.

Specimen signature

Signature record; banker attestation may apply for an update.

KYC RECORD

Identity

Address

Bank

Contact

Signature

PRACTICAL GUIDE

Which form should be used?

Select the form based on the change or service requested.

ISR-1

Register or update PAN, KYC particulars and bank details.

ISR-2

Confirm the signature of the securities holder through the banker.

ISR-3

Opt out of nomination, where applicable.

SH-13

Register a nominee.

SH-14

Cancel or vary an existing nomination.

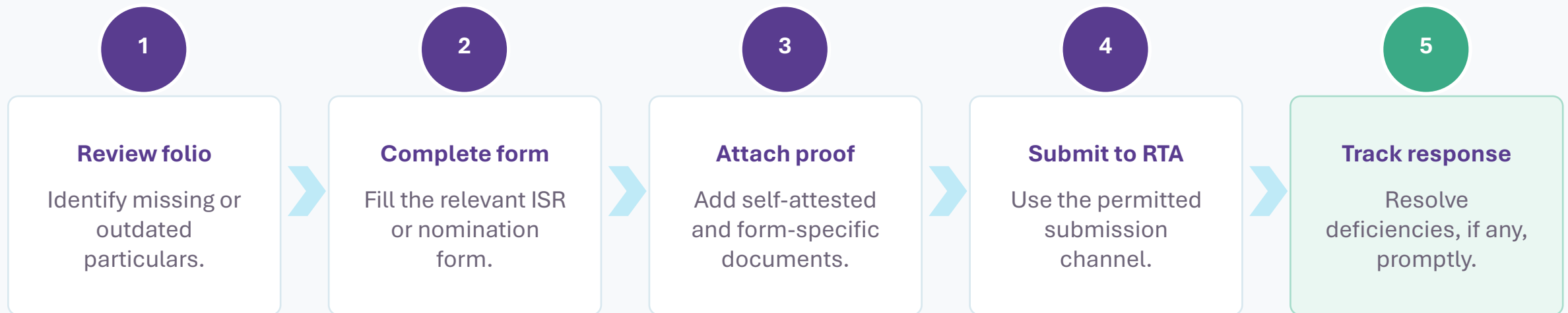
Important

Use the latest form and read the form-specific supporting-document requirements before submission.

STEP 4

How to complete and submit KYC

A simple process, provided the form and supporting proof are complete and consistent.



Tip: matching names, signatures and account details across documents helps avoid preventable deficiencies.

STEP 5

What happens if KYC is incomplete?

The practical issue is delay or additional verification, not outdated blanket “folio frozen” messaging.

1 Payment gets delayed

Electronic dividend or corporate-benefit payment can be delayed until usable bank and KYC particulars are available.

2 Verification may fail

Service requests can face deficiencies where PAN, address or signature records do not match.

3 More correspondence

Incomplete or inconsistent records can lead to additional follow-up and resubmission.

Current position

SEBI removed earlier “freezing / frozen” references in November 2023.

In June 2024, SEBI clarified that non-submission of choice of nomination alone does not prevent existing physical holders from receiving payments or lodging grievances / service requests.

Best action

Update records early

Complete KYC and bank details before a payment or urgent service request depends on them.

TAKE ACTION

Complete, accurate, secure

A current KYC record supports safer shareholder servicing and easier access to benefits.



Need support?

HUL shareholder helpdesk

levercare.shareholder@unilever.com

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

QUESTIONS & ANSWERS

Thank you