

INVESTOR FAQs

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GENERAL INFORMATION	
1	<p>When was the Company's Initial Public Offer (IPO)?</p> <p>Larsen & Toubro Infotech Limited made an initial public offer in July 2016 and its shares were listed on the National Stock Exchange of India Limited (NSE) and BSE Limited (BSE) in India on July 21, 2016.</p>
2	<p>What is the share capital of the Company?</p> <p>The Authorised and Paid-up share capital of the Company are given in the Annual Report of the Company, which is available on the website of the Company. The latest Annual Report is available in the Investor Section of Company's website.</p>
TRANSFER OF SHARES	
3	<p>How can I transfer shares held in physical form?</p> <p>With effect from April 1, 2019, pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, it is mandatory to transfer shares, except transmission and transposition, in dematerialized form only. Hence, shareholders are advised to kindly dematerialize the physical shares. Any request for transfer of shares held in physical form, except transmission and transposition will not be approved by the Company/ Registrar and Share Transfer Agent ('RTA').</p>
NOMINATION OF SHARES	
4	<p>Is there a prescribed format and procedure for making nomination of shares?</p> <p>Yes. The Companies Act, 2013 has prescribed a format for making nomination of shares. The same is available on the Company's website under Investor Section.</p> <p><u>Procedure for nomination:</u></p> <p>a. <u>For the shares held in Dematerialized form:</u> Shareholders holding shares in dematerialization form need to contact their Depository Participant for making nomination with respect to dematerialized shares.</p> <p>b. <u>For the shares held in Physical form:</u></p> <p>(i) Download the nomination form available on the Company's website and duly fill, sign and submit the form in duplicate to M/s. Link Intime India Pvt. Ltd, Registrar and Share Transfer Agent of the Company (RTA).</p> <p>(ii) In case of joint-shareholders, the form shall be signed by all the joint-shareholders.</p> <p>(iii) Only one nomination can be made for each folio. Folios having different order or combination of names of shareholders will require separate nominations.</p>

	If the nomination documents received by RTA are in order, then RTA will provide a registration number and date and the nomination will be registered.
5	<p>How do I register change/ cancellation in the nomination?</p> <p>You need to download the form 'Variation/ Cancellation of nomination' from the Company's website. Procedure mentioned under (4) above must be followed.</p> <p><i>(Note: For the change/ cancellation in the nomination of the shares held in dematerialised form, the shareholders need to contact their depository participant)</i></p>
6	<p>Does dematerialization of shares result in cancellation of nomination made while holding shares in physical form?</p> <p>Yes, once the shares in physical form are dematerialized, the earlier nomination made while holding shares in physical form, will cease.</p>
7	<p>Can the joint holders be considered as nominees to the shares?</p> <p>Joint shareholders have joint rights towards the shares held by them. In the event of death of any one of the joint holder/s, the shares will devolve in the name of the surviving shareholders and not in favour of the nominee.</p>
8	<p>Can the Nominee claim for shares held by joint holders?</p> <p>Yes, Nominee can claim for shares only if none of the joint holders are surviving.</p>
9	<p>What is the legal position of the nominee in case of death of the shareholders?</p> <p>Upon the death of a shareholder, the Nominee, is the only person in whom the shares vest. In other words, in case of a valid nomination, the Company will not entertain any claim from legal heirs or beneficiaries and the shares will be transmitted only in favour of the Nominee.</p> <p>In case if the nomination is made by joint-holders, the nomination will come into play only upon the death of all the joint holders. Therefore, if one of the joint shareholders dies, the shares will devolve on the surviving shareholders to the exclusion of the Nominee. In this case, the surviving shareholders may make a fresh nomination, if they so desire and accordingly, latest nomination will prevail.</p>

10	<p>How can the Nominee register the shares in his/her name?</p> <p>(i) In case of death of shareholder (if held singly) or all joint holders (joint shareholding), the Nominee can register the shares in his name by intimating the Company/RTA in writing along with the attested copy of death certificate/s of deceased shareholder or joint holders, relevant share certificate/s, self-attested copy of proof of identity, duly attested specimen signature and request for transmission;</p> <p>(ii) Upon scrutiny of the documents submitted, shares will be transmitted in favour of the nominee and duly endorsed share certificate shall be returned to the shareholder.</p>
TRANSMISSION OF SHARES	
11	<p>What is the procedure for registration of shares held in Physical form by surviving shareholder/s in case of death of one of the joint holders?</p> <p>(i) The surviving shareholder/s need to submit a request letter along with the attested copy of the death certificate of the deceased shareholder and the relevant share certificates;</p> <p>(ii) On receipt of the request and if the documents are in order, the RTA will delete the name of the deceased shareholder and return a duly endorsed share certificate to the surviving shareholder.</p> <p><i>(Note: For the shares held in dematerialised form, the shareholders need to contact their depository participant)</i></p>
12	<p>How can legal heir/s register the shares in their names, for the shares in Physical form held by their deceased family member without leaving a will?</p> <p>In absence of nomination, the Legal heir/s need to submit with the Company, the following documents for registration of shares in his/ their name:</p> <ol style="list-style-type: none"> 1. Request letter for transmission; 2. Transmission form; 3. All original share certificates; 4. True copy of the Succession Certificate or Letter of Administration with respect to the shares duly attested by Court Officer. <p><i>(Notes: For the shares held in dematerialised form, the shareholders need to contact their depository participant)</i></p>

13	<p>How can legal heir/s get the shares transmitted in their names for the shares in Physical form held by deceased family member who left behind a Will?</p>
	<p>In absence of nomination, the Legal heir/s need to submit with the Company, the following documents for registration of shares in his/ their name:</p> <ol style="list-style-type: none"> 1. Request letter for transmission; 2. Transmission form; 3. All original share certificates; 4. Copy of Will probated by High Court/ District Court of competent jurisdiction alongwith relevant schedule/ annexure setting out the details of the shares. <p><i>(Note: For the shares held in dematerialised form, the shareholders need to contact their depository participant)</i></p>
DEMATERIALIZATION OF SHARES	
14	<p>Are there any benefits of holding shares in dematerialized form?</p> <p>Following are the benefits of holding shares in dematerialized mode:</p> <ol style="list-style-type: none"> a. Ease and convenience of holding the shares as the same are held in electronic mode. b. Holding shares in Physical form has risks associated with it such as bad delivery, fake securities, delays, thefts, storing the physical certificates. c. No stamp duty to be paid for transfer of securities held in dematerialized form and reduces paperwork involved for transfer of securities held in Physical form. d. Prevents from fraudulent transfer of securities held in Physical form;
15	<p>What is the procedure for dematerialization of shares?</p> <ol style="list-style-type: none"> (i) Open a demat account with a Depository Participant ('DP') and you will be allotted a unique Client ID number. Thereafter, kindly fill and submit Dematerialisation Request Form ('DRF') available with DP along with physical share certificate/(s) intended to be dematted and the self-attested copy of PAN Card to DP. Before submission, the shareholder/DP must deface the physical share certificate/(s) by writing "SURRENDERED FOR DEMATERIALIZATION". (ii) Upon receipt of the defaced physical share certificate/(s) and DRF, DP will send electronic requests through the Depository (i.e. NSDL/ CDSL) to the Registrar & Share Transfer Agent ('RTA') of the Company for confirmation of demat. Each request will bear a unique transaction number called as 'Dematerialisation Request Number' (DRN). (iii) DP will then surrender DRF and the defaced physical share certificate/(s) for verification and approval to RTA with a covering letter requesting the RTA to confirm the demat.

	<p>After verifying the documents received from DP, the RTA will confirm the demat to the Depository.</p> <p>(iv) This confirmation will be passed on from the Depository to DP, with whom you have demat account. After receiving this confirmation, DP will credit your demat account with dematerialized shares and inform you about the acceptance of DRF. DP will then hold the shares in the dematerialized form on your behalf while you become the beneficial owner of these dematerialized shares.</p> <p>(v) The RTA may reject dematerialisation request in some cases and will send an objection memo to DP, with or without DRF and defaced physical share certificate/(s) depending upon the reason for rejection. The DP/ shareholder must reply to the objection memo along with the documents, if any required, within 15 days of receiving the objection memo. If DP/ shareholder fails to reply/ provide documents as required, the Company/ RTA may reject the request and return DRF and accompanying defaced physical share certificate/(s) to DP. The DP, if the shareholder so requires, may generate a new dematerialisation request and send the defaced physical share certificate/(s) again to the RTA for dematerialisation. No fresh request can be generated for the same securities until the RTA has rejected the earlier request and informed the Depository and DP about it.</p> <p><i>The process of dematerialisation is to be completed within 21 days from the date of submission of a valid dematerialisation request with the RTA.</i></p>
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LOSS OF SHARE CERTIFICATES

16	<p>What steps must be taken in case of loss/misplacement of share certificates?</p> <p>(i) The shareholder or joint holders need to immediately inform the Company/ RTA about loss of share certificates;</p> <p>(ii) Simultaneously lodge a complaint with police on loss of share certificates;</p> <p>(iii) Submit with the Company/RTA the following documents for issue of duplicate shares:</p> <ul style="list-style-type: none"> • Acknowledged copy of police complaint/ FIR; • Affidavit confirming the loss of share certificates • Indemnity bond; • Publish a notice in newspaper containing details of registered shareholder(s), share certificate numbers and distinctive number of shares lost; • Copies of PAN Card and Address proof of the shareholder, • If the documents are in order, the Company/ RTA will issue duplicate share certificate. <p><i>Please note that if the lost share certificates and the valid transfer deeds are lodged with the Company by a person other than you, for transfer, the case will have to be dealt with on the basis of relevant facts and the Company shall advise further course of action at that point in time.</i></p>
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17	<p>What steps must be taken if the share certificates that were lost/misplaced have been found?</p> <p>(i) If the formalities for issue of duplicate share certificates have been completed, then immediately surrender the original share certificates with the Company;</p> <p>(ii) If the formalities for issue of duplicate share certificates have not been completed and you have found the share certificates, then immediately inform the LTI Secretarial Department by writing at investor@Lntinfotech.com.</p>
DIVIDEND	
18	<p>I have not received Dividend. What is the procedure to obtain the same?</p> <p>You need to intimate to LTI Secretarial Department by writing at investor@Lntinfotech.com. Kindly mention your folio number/ DP ID & client ID particulars (in case of shares held in dematerialised form). If as per the records of the Company, the dividend is unpaid, then revalidated dividend warrant will be issued till such dividend amount is not transferred to Investor Education & Protection Fund.</p>
19	<p>I have not claimed dividend declared by Company in past years. Can I claim it now?</p> <p>Yes, dividends that remain unclaimed for upto 7 years from date of declaration can be claimed by writing to the Company. You need to provide your folio number and the details of dividend which have remained unclaimed. The Company shall arrange to pay the dividend if it is unpaid as per the Company records.</p>
20	<p>I have lost/ misplaced the Dividend Warrant before lodging with Bank. What are the steps for obtaining a duplicate dividend warrant?</p> <p>You need to intimate to LTI Secretarial Department by writing at investor@Lntinfotech.com about the loss of Dividend Warrant. Kindly mention your folio number/ DP ID & client ID particulars (incase of shares held in dematerialised form).</p> <p>Duplicate dividend warrant is issued only after the expiry of the validity period of original dividend warrant. Hence, you will have to wait until expiry date of original dividend warrant. After the expiry of the validity period, if as per the records the dividend is unpaid, then duplicate dividend warrant will be issued expeditiously.</p>
21	<p>Why do the shareholders have to wait till the expiry of the validity period of the original warrant? Couldn't you issue stop payment instructions to the bank for the original warrant and issue a duplicate immediately?</p> <p>Since the dividend warrants are payable at par all over the country, it is not practically possible for the banks to issue stop payment instructions and it is therefore necessary for us to wait till the validity of the original warrant gets expired.</p>

22	<p>My dividend warrant was never received/ has expired. How do I get a fresh dividend warrant re-issued?</p> <p>For shared held in Physical form: Kindly send a request letter along with the 'Form for updation of shareholder information' available in Investor Section of Company's website, duly signed by the first holder along with a cancelled cheque where the dividend is to be credited, to our Registrar and Share Transfer Agent ('RTA'), Link Intime India Private Limited. The RTA will verify the signature and after that the Company will initiate a direct transfer into Bank account provided.</p> <p>For shares held in Dematerialized form: Please update your Bank details with your Depository Participant (DP) and after the Bank details are updated in the Demat Account, intimate the same to the Company/ RTA. The Company will then initiate a direct transfer into Bank account provided in the Demat Account.</p>
23	<p>What are the different modes of remittances for Dividend?</p> <p>The Dividend is paid by the Company in the different modes viz. RTGS, NEFT, NECS, Direct Transfer, Demand Drafts, Cheques and Warrants, etc.</p>
24	<p>What is the option available to Shareholder/s holding shares in Demat form and want to change/correct the Bank account details?</p> <p>Shareholder/s are requested to intimate to their Depository Participant (DP) of any change in Bank Account Details. The Company and the Registrar and Share Transfer Agent will not entertain any requests.</p>
25	<p>What is the procedure for receiving the dividend through electronic mode in case of Physical shares? Also, for changing/ correcting the Bank details available with the Company?</p> <p>Kindly send a request letter along with the 'Form for updation of shareholder information' available in Investor Section of Company's website, duly signed by the first holder along with a cancelled cheque where the dividend is to be credited, to our Registrar and Share Transfer Agent ('RTA'), Link Intime India Private Limited. The RTA will verify the signature and update the Bank records. You will receive the dividend in electronic mode in future.</p>
26	<p>Where can I find details of the unclaimed dividend amounts accruing into the Investor Education and Protection Fund?</p> <p>The Information is available at https://www.lintinfotech.com/investors/dividend</p> <p>You need to enter any one of the following:</p> <ol style="list-style-type: none"> Full Name and Address Folio Number/DPIID+Client Id Full Name and Father/Husband Full Name

	Kindly note that the above information being entered shall be as per the records in the demat account (in case of Dematerialised holdings) or as per the records available with the Company (in case of Physical holdings).
CHANGE OR UPDATION OF DETAILS	
27	<p>How do I record a change in my Address, Email, contact details?</p> <p>For shares held in Physical form: Please send the request letter to our Registrar and Share Transfer Agent, Link Intime India Private Limited to update the address along with the address proof [e.g. self-attested copy of Passport/ Aadhar Card/ Driving Licence/ Electricity bill (not older than 2 months)].</p> <p>For shares held in Dematerialized form: Shareholders need to write to their Depository Participant (DP) intimating them of such change and ask for a confirmation that their records reflect the new address.</p>
28	<p>Can joint-holders request for a change of address?</p> <p>Yes. The letter of request will require the signature of the first or all holders.</p>
29	<p>Can there be multiple addresses for a single folio?</p> <p>No. There can be only one address for one folio.</p>
30	<p>My status has changed from 'Resident' to 'Non-Resident'. Can I hold the shares on repatriable basis, which were acquired by me when I was Resident?</p> <p>In case, the shareholder's residential status changes from 'Resident' to 'Non-Resident', the shares so acquired/ held under the status as 'Resident' can be held on Non-repatriation basis only.</p>
31	<p>To whom should a shareholder inform about change of his residential status?</p> <p>Shareholders are requested to inform the Registrar and Share Transfer Agent (in case of Physical Holdings) or the concerned Depository Participant (in case of Dematerialized Holdings).</p>

SPLIT/CONSOLIDATION

32 What is the history of bonus issues and stock split at the Company?

Year	Ratio	Face Value (INR) (F.V.)	Reason
1996 (Incorporation)		10	
2002	2 for 1	5	Sub-division of equity shares from F. V. of Rs.10 to F.V. of Rs.5 each
2015	5 for 1	1	Sub-division of equity shares from F. V. of Rs.5 to F.V. of Re.1 each

33 Can I consolidate all the folios held in same name?

Yes. A request letter signed by the registered shareholder/s along with the share certificates needs to be sent to the Company/ RTA. The Company shall consolidate the share certificates upon valid request received.

Shareholders may please note that the folios to be consolidated should be in the identical name or in the same order of identical names (in case of joint-holding) and shall bear the same address.

34 When I authorise another person to deal with my shares, do I have to report this to the Company?

Yes, only in case of shares held in Physical form. However, with effect from April 1, 2019, pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, it is mandatory to transfer the shares in dematerialized form only. Hence, shareholders are advised to kindly dematerialize the physical shares. Any request for transfer of shares held in physical form will not be approved by the Company/ RTA.

35 We are holding shares in joint names and would like to change the order of names?

A request letter signed by **all** the joint shareholder/s along with the share certificates needs to be sent to the Company/ RTA. After verification of signature of all the joint holders, the Company shall change the order of names on the Share Certificate.