

**HSB SECURITIES & EQUITIES LIMITED**  
**FAQ – Processing of Investor claims**

---

1. Who can lodge the claim with the DP?

The legitimate claim may be lodged by the demat account holder with the Depository Participant where his /her demat account is held only if the demat account holder has suffered a loss due to fraud or negligence in providing depository service by the Depository Participant.

2. What is the process for lodging of claim?

The demat account holder shall submit the request for claim in writing for loss suffered due to fraud or deficiency in providing depository related services by the DP explaining the incident and provide the reason for claim.

3. What information / documents do I need to submit in the claim application form?

The demat account holder may submit copy of following documents.

- a) Incident Note describing the incident.
- b) Statement of Claim
- c) Details of estimated loss
- d) FIR copy, (needed in case of crimes such as frauds, infidelity of employees etc.)

4. What is the time limit for lodging of claims with the Depository Participant?

The claim needs to be lodged in writing by the demat account holder within T+ 30 days where T – denotes the date of discovery of incident resulting into loss.

5. How should demat account holder lodge a claim?

The claim may be lodged manually by the demat account holder along with the relevant documents required and submitted to the Depository Participant.

6. Can a claim be directly lodged with NSDL?

The claim needs to be submitted to the Depository Participant where the demat account is held to verify the claim and scrutinise by the Depository Participant.

**HSB SECURITIES & EQUITIES LIMITED**  
**FAQ – Processing of Investor claims**

---

7. What is the role of depository participant?

The DP will review and analyse the claim to understand the loss and assess its admissibility. If the DP, after verification of claim and supporting documents received from the demat account holder finds the claim as legitimate, then the DP may submit the claim with its recommendation with NSDL for further processing.

If the DP, after verification of claim and supporting documents received from the demat account holder finds the claim as legitimate, then the DP may submit the claim with its recommendation with NSDL for further processing.

8. Can demat account holder lodge a claim for transactions executed on another depository and not NSDL?

The demat account holder will have to lodge claim only for those transaction executed through NSDL Depository Participant. If transaction are executed on another depository, then he/she will have to get in touch with the respective Depository.

9. How can demat account holder know the status of my claim?

The demat account holder may write / reach out to the depository participant where the claim is lodged to know the claim status.

10. What is the role of NSDL?

NSDL scrutinises the claim with supporting documents received from DP and verifies the required documents as per NSDL Circular and carries out preliminary analysis of the incident report to understand the loss and assess its admissibility if possible. In case, any clarification or additional documents are required, NSDL will accordingly inform the DP to provide the same within a period of 120 days of lodging of claim.

11. What is the process for settlement of claims under beneficial owner insurance policy?

After assessment by NSDL, if the claim of demat account holder is found legitimate, then NSDL will further submit the claim with the insurance company for further processing settlement of claim from the Business

**HSB SECURITIES & EQUITIES LIMITED**  
**FAQ – Processing of Investor claims**

---

Risk insurance policy. In case, the insurance company requires clarification or further documents, then NSDL will inform the same to the DP. The insurance company, after processing the claim and if satisfied, may settle the claim by releasing payment to NSDL.

12. What is the procedure for intimation of claim?

In the event the insurance company refuses to settle the claim (“Unsettled Claim”), then such Unsettled Claim (upto a maximum limit of Rs. 10 lacs) can be settled under the NSDL IPF Trust provided that such claim is legitimate. If the claim is rejected by the insurance company, then NSDL will inform the DP accordingly and DP will accordingly intimate the same to the demat account holder within a period of 180 days of claim.