

## Shareholders - FAQs

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## FREQUENTLY ASKED QUESTIONS (FAQs)

### A. Corporate Information

**1. When were the shares of Sonata Software Ltd listed on Stock Exchanges?**

The shares of Sonata Software Ltd (Company) were listed on 14-Jan-1999 in BSE Ltd and 28-July-1999 on National Stock Exchange of India Limited.

**2. Where is the Registered Office of the Company?**

Sonata Software Ltd.  
208, T V Industrial Estate, 2nd Floor, S K Ahire Marg, Worli  
Mumbai Maharashtra 400 030, India

**3. Where is the Corporate Office of the Company?**

Sonata Software Ltd  
1/4, APS Trust Building,  
Bull Temple Road, N. R. Colony,  
Bangalore 560019, Karnataka

**4. What is the ISIN Code of the Company?**

ISIN Code : INE269A01021.

**5. What is the Corporate Identification Number(CIN) of the Company?**

CIN : L72200MH1994PLC082110

**6. In which stock exchanges are Sonata software's shares listed and what are the codes?**

The equity shares of Sonata Software Limited are listed on the National Stock Exchange (NSE) and the BSE Limited (BSE)

Stock Codes: NSE: SONATSOFTW; BSE: 532221.

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**7. What was the dividend paid by the Company during the last five financial years ?**

The dividend per share paid out during the last five financial years is as below :

| <b>Year</b> | <b>Rs. / share</b>                  |
|-------------|-------------------------------------|
| 2019-20     | Rs.20.25/-per share of Rs. 1/- each |
| 2018-19     | Rs.12.75 /-per share of Rs.1/- each |
| 2017-18     | Rs.10.50/- per share of Rs.1/- each |
| 2016-17     | Rs. 9/- per share of Rs.1/-each     |
| 2015-16     | Rs. 9/- per share of Rs. 1/- each   |

**8. When does the financial year of the Company end?**

The Financial year of the Company ends on 31<sup>st</sup> March every year.

**9. When was the last Annual General Meeting (AGM) held ?**

AGM for Financial Year ended 2020 was held through VC/OAVM on August 11, 2020.

## **B. Shareholder Inquiries**

**10. Where do I lodge my queries and complaints with regard to shares and dividend ?**

The shareholder/s are requested to lodge their queries and complaints with Company by writing to Email ID : [investor@sonata-software.com](mailto:investor@sonata-software.com) or with the Company's Share Transfer Agents Email ID : [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)

Company's and Registrar and Share Transfer Agents(RTA) address and contact details are given below :

**Company** : Sonata Software Ltd, 1/4, APS Trust Building, Bull Temple Road, N. R. Colony, Bangalore 560019, Email:[investor@sonata-software.com](mailto:investor@sonata-software.com)

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**Registrar and Share Transfer Agents:** KFin Technologies Pvt. Ltd, Karvy Selenium, Tower- B, Plot No. 31 & 32, Financial district, Nanakramguda, Serilingampally Mandal, Hyderabad,Telangana,500032 Tel : 040 - 67161500 / 18003454001; Fax. :040 - 23001153 / 23420814; Email : [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)

## C. Change of Address

### 11. How do I record a change in my address?

For physical holdings, the members may submit the application in writing duly signed by all the shareholders, quoting their folio number, old address, new address along with a self-attested copy of the proof of new address [e.g., ration card, Valid passport, MTNL/ BSNL Telephone Bill or Electricity Bill (not earlier than 6 months), driving license, Rent Receipt or leave and license agreement] to the Company or to its RTA please refer sl.no 10 for contact details.

In the case of dematerialized holdings, shareholders are requested to write to their respective Depository Participant (DP) intimating them of the change.

### 12. Can there be multiple addresses for a single folio?

No. There can be only one registered address for one folio.

## D. Dividend

### 13. I have not received my dividend. What action do I take?

You may write to the Company / its Registrar. Please refer sl.no 10 for contact details furnishing the years for which the dividend is not received along with PAN and cancelled cheque. Also quote your folio number/client ID particulars (in case of dematerialized shares). We will verify the documents and based on our records credit the unclaimed dividend amount to your registered bank account, if the dividend remains unpaid in the records of the Company.

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**14. My dividend cheque/DD is lost / has expired/ tampered. How do I get a fresh cheque re-issued or credit to bank account?**

Please approach the Company or Company's Share Transfer Agents to credit unclaimed dividends to bank account. The outdated dividend warrant/DD together with the letter of request under the shareholder's signature have to be sent to the Company or Company's Share Transfer Agents quoting your beneficiary account number (i.e. Client ID) and DP ID. Please refer sl.no.1 for the contact details.

**15. How do I get the dividends directly to my Bank account electronically through NECS or NEFT ?**

**Physical shares:** In case, you are holding shares in physical form, a formal request duly signed by the registered shareholders along with a copy of the cancelled cheque along with details of Account no., Bank Name, Address, MICR code, IFSC code of your bank can be sent to the Company or its RTA.

**Dematerialized shares:** In case, you are holding shares in electronic form in a demat account, the above such request should be sent to your Depository Participant with whom you are maintaining your demat account.

## **E. Unclaimed Dividend**

**16. Where can I find details of the unclaimed dividend transferred to the Unpaid Dividend Account of the Company?**

Details of the unclaimed dividend transferred to the Unpaid Dividend Account of the Company are available on the website of the Company :

**17. How can I claim dividend or shares that have been transferred to the Unpaid Dividend Account of the Company?**

Pursuant to the applicable provisions of the Companies Act, 2013, the dividend declared by the Company, which is not claimed by the shareholders within 30 days from the date of

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the declaration, is required to be transferred to the Unpaid Dividend Account and the details of the shareholders, whose dividend is transferred, is required to be uploaded on the website of the Company. The dividend lying in this Unpaid Dividend Account can be claimed by the shareholders by writing to Company or the Registrar. Please refer sl.no 10 for contact details.

## **F. Investor Education and Protection Fund (IEPF)**

### **18. Where can I find details of the dividends unclaimed for 7 consecutive years, the shares in respect of which are liable to be transferred to the Investor Education and Protection Fund?**

Pursuant to the applicable provisions of the Companies Act, 2013 and the provisions of Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016 (“the Rules”) notified by the Ministry of Corporate affairs effective September 7, 2016, all unpaid or unclaimed dividends are required to be transferred by the Company to the Investor Education and Protection Fund (“IEPF”) established by the Central Government, after completion of seven years. The Rules, inter alia, contain provisions for transfer of all shares in respect of which dividend has not been paid or claimed by the shareholders for seven consecutive years or more in the name of IEPF suspense account. Details of shareholders' dividend outstanding for 7 consecutive years is available on the Company’s website under the heading Unpaid Dividend Information and following is the link <https://www.sonata-software.com/about-us/investor-relations/corporate-governance> under Unpaid dividend information section.

### **19. How can I claim dividend or shares that have been transferred to the Investor Education and Protection Fund Authority?**

Pursuant to Section 124 read with Rule 7 of the Investor Education and Protection Fund (IEPF) Authority (Accounting, Audit, Transfer and Refund) Rules, 2016, a shareholder [Back to the Top](#)



may claim the shares and unclaimed dividend so transferred to the IEPF Authority by making an application in form IEPF 5.

**The procedure to claim the share(s) and dividend(s) is :**

- Download the form IEPF-5 from the website of IEPF <http://www.iepf.gov.in/IEPF/refund.html> for filing the claim for refund. Read the instructions provided on the website/instruction kit along with the e-form carefully before filling the form.
- After filling the form save it on your computer and submit the duly filled form by following the instructions given in the upload link on the website. On successful uploading an acknowledgement will be generated indicating the SRN. Please note the SRN for future tracking of the form.
- Take a printout of the duly filled IEPF-5 and the acknowledgement issued after uploading the form.
- Submit indemnity bond, copy of acknowledgement and self-attested copy of e-form along with the other documents as mentioned in the Form IEPF-5 to Nodal Officer (IEPF) of the Company in an envelope marked "Claim for refund from IEPF Authority".

**Nodal Officer Contact Details:**

Ms. Mangal Kulkarni

1/4, APS Trust Building,

Bull Temple Road, N. R. Colony,

Bangalore 560019

Email: [investor@sonata-software.com](mailto:investor@sonata-software.com)

- Claim forms completed in all aspects will be verified by the Company and on the basis of Company's verification report, refund will be released by the IEPF Authority in favor of claimants' Aadhaar linked bank account through electronic transfer.
- For further details please refer below weblink:

[http://www.iepf.gov.in/IEPF/pdf/IEPF5FAQ\\_23092019.pdf](http://www.iepf.gov.in/IEPF/pdf/IEPF5FAQ_23092019.pdf)

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## G. Transfer/Transmission/Transposition of Shares

**20. Whom should I contact relating to avail various services (transfer or transmission or transposition of shares, change of address or bank details, updating of NECS, NEFT details, etc.) in respect of shares held by me in the Company?**

**In case of shares held in Physical form:**

Please send formal requests duly signed by the registered shareholders write to Company or Registrar and Share Transfer Agent ('RTA'): KFin Technologies Pvt. Ltd. Please refer sl.no.10 for the contact details.

**In case of shares held in Dematerialized form:**

The transfer/ transmission of shares change of address or bank details or updating of NECS details etc. in respect of shares held in electronic form is affected through your depository participant with whom you are maintaining your demat account.

Further, general correspondence or queries regarding non- receipt of dividends etc. may be addressed to the Company's registrar or directly to the Company.

## H. Issue of Duplicate Certificate

**21. What are the steps that I should take to obtain duplicate share certificates, when I have lost/misplaced my share certificates?**

1. Lodge a complaint with the nearest police station and obtain acknowledgement for the same and publish in newspaper.

Simultaneously, send a letter of request mentioning the registered folio number and signature of the shareholder/s intimating the loss of shares to The Company's Share Transfer Agents (refersl.no.10 for contact details). Please attach the FIR acknowledgement.

2. The Share Transfer Agents will scrutinize the request and inform the further documents required for issuance of duplicate share certificate/s in lieu of the original reported lost/misplaced

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3. Once the required documents are submitted by the shareholder and duly verified & found in order, the Company will proceed to issue the same to Stock Exchanges.
4. If no objection is received, the Company will issue the duplicate share certificate to the shareholder.

## **I. Dematerialization of shares**

### **22. What is the procedure for Dematerialization of shares?**

For converting the shares held in physical form to electronic form (i.e. Dematerialize), you would require to open a demat account with any one of the Depository Participant ('DP') and surrender the original share certificates to them along with the duly completed Dematerialization Request form ('DRF'). Your DP will send this request to our RTA. Our RTA will verify the documents and if found in order, the dematerialization request will be confirmed and the shares, in turn, will be credited to your demat account.

Kindly note that the names of the shareholders in the Demat account should be in order with the shares held in physical form.

### **23. What are the advantages of holding securities in dematerialized form?**

Some of the advantages of holding securities in dematerialized form are:

- Convenient mode of holding securities, especially in case you are holding shares of many companies.
- Immediate transfer of securities.
- Elimination of risks such as bad delivery, fake securities, delay in processing, fraudulent interception in postal transit, etc.
- Reduction in paperwork & Transaction cost.
- Saving of time – Change in address / bank account particulars etc. recorded with DP gets registered electronically with all companies in which the investor holds securities.

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- Facilitates direct credit of shares in case of allotment under IPO, Rights, Bonus, Split etc.

IN VIEW OF THE ADVANTAGES OF HOLDING SHARES IN DEMATERIALIZED FORM, SHAREHOLDERS HOLDING SHARES IN PHYSICAL FORM ARE REQUESTED TO KINDLY CONSIDER DEMATERIALIZING THE SAME AT THE EARLIEST.

#### **24. Is dematerialization compulsory for trading in shares of the Company**

Dematerialization of shares is optional, and an investor can still hold shares in the physical form. However, you need to get the shares dematerialized if you wish to sell the same through the Stock Exchanges. Similarly, if you purchase shares on the floor of the Stock Exchange, you will get delivery of the shares in demat form.

The Depositories Act, 1996 has been enacted to regulate the matters related and incidental to the operation of Depositories and demat operations. Two Depositories are in operation - National Securities Depository Limited (NSDL) and Central Depository Services (India) Limited (CDSL).

### **J. Miscellaneous**

#### **25. What is Green Initiative? Why should I register for the same?**

Green Initiative is an effort of the Government of India which aims at reducing paper consumption thereby contributing to a greener environment. Towards this end, the Ministry of Corporate Affairs vide its Circular Nos. 17/2011 dated 21.04.2011 and 18/2011 dated 29.04.2011 commenced the “Green Initiative in Corporate Governance” thereby allowing Companies to issue Annual Reports and other documents to the shareholders in electronic mode.



By registering for Green Initiative, every shareholder will get an opportunity to contribute to this noble cause for the benefit of our future generations

**26. Where do the I find the Annual Reports of the Company ?**

The Annual Reports are hosted on the website of the Company. The same can be downloaded from <https://www.sonata-software.com/about-us/investor-relations> under investors section.

**27. Where can I access Company's Corporate Governance Policies ?**

The Company's Corporate Governance Policies are hosted on the website of the Company. The same can be downloaded from <https://www.sonata software.com/about-us/investor-relations/corporate-governance> under corporate governance section.

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