

Sr No	Questions	Answer
1	What is Demat account?	A Demat account is an account which holds securities (like shares, debentures, bonds, Government Securities, units etc.) of investors in electronic form.
2	What is Depository?	A Depository is like a bank where securities are held in electronic (dematerialised) form. In India, there are two Depositories - National Securities Depositories Limited (NSDL) and Central Depository Services Limited (CDSL).
3	What is DP?	DP i.e. Depository participants is the agent of Depository (like NSDL/ CDSL) which provides to services related to Demat.
4	Where can I open the Demat Account?	You can open the Demat Account with Bank of Baroda under any Depository Participant of Central Depository Services (India) Ltd (CDSL) or National Securities Depositories Ltd (NSDL).
5	can I open a new Demat account with any of your Branch?	You can open Demat account with only Demat identified branches of bank of Baroda. List of the branches is available on our website www.Bankofbaroda.com
6	What are the services available with Bank of Baroda in Demat account?	offered services are: Dematerialization, Rematerialization, Pledge/hypothecation of securities against bank loan, Electronic settlement of trades in stock exchanges connected to the Depository, Receipt of non-cash corporate benefits such as bonus in electronic form, Nomination facility for Demat accounts, Electronic credit of securities allotted in public issues, rights issue;
7	Who can open a Demat Account?	All resident individuals including minors, non resident individuals, HUF, proprietorship firms, partnership firms, companies or any bank can open a Demat account.
8	What are the documents required to open a Demat account?	Demat Account opening form duly filled, two passport size photograph, cancelled cheque copy, a proof of identity and proof of address (Aadhar is mandatory) are required to open a Demat account.
9	What should I do for the opening of a Demat account with Bank of Baroda?	You can approach any Demat identified CBS branch of Bank of Baroda (visit our website www.Bankofbaroda.com for Demat identified branch)and fill up an Demat account opening form. You have to provide two passport size photograph, cancelled cheque copy, a proof of identity and proof of address to open a Demat account.
10	Can I open more than one (1) Demat account with Bank of Baroda and other DPs?	Yes. One can open more than one account with bank of Baroda. There is no restriction on the number of accounts with bank of Baroda or with other DPs.
11	Am I restricted to having Demat account with only one DP in identicle names?	No. There is no such restrictions. An investor can open multiple Demat accounts in identicle names with same/other DPs.
12	I don't have PAN card. Can I apply for Demat account?	No. PAN is compulsory to open a Demat account.
13	I don't have bank account with Bank of Baroda. Can I apply for Demat account?	Yes. You can apply for Demat account but If you want to trade through Bank of Baroda, then Saving bank account is compulsory.
14	Why should I give my bank account details at the time of Demat account opening?	Bank account number is useful for affording credit of dividend through ECS and recovery of charges through interface with Finacle, in case of our Bank.
15	can minor open Demat account with bank of Baroda?	Yes. minor can open Demat account with bank of Baroda
16	Can I open Joint Demat account with my son who is minor	No. you can not open a joint Demat account with Minor.
17	can minor open Demat account with major in Bank of baroda?	No. Minor Demat account can not be joint with any holder. Minor Demat account operated through gardian only.
18	can two minor open joint Demat account?	No. Minor Demat account can not be joint with any holder.
19	What are the requirements for opening a demat account in the name of a minor?	The requirements are the same as those for opening an individual demat account except that a joint holder and nominee cannot be appointed. In addition, photograph of the minor and the guardian, proof of identity and address of the guardian and the proof of age (copy of birth certificate) of the minor is required. PAN card copy of both minor and Guardian needs to be provided.
20	I am an NRI. Can I open Demat account with bank of Baroda?	Yes. You can open NRI Demat account with bank of Baroda.
21	What are the requirements for opening a NRI demat account with Bank of Baroda?	All documents required as for Individual Demat Account. Additional documents required are : Attested copy of the Passport and Visa.Declaration in the prescribed format or PIS approval copy (Portfolio Investment Scheme by Authorized Bank).Declaration stating client has complied and will continue to comply with FEMA Regulations.
22	can I open Demat account in the name of HUF?	Yes. You can open HUF demat account with Bank of Baroda.
23	What are the requirements for opening a HUF demat account with Bank of Baroda?	Documents required are : Attested copy of PAN card of HUF and karta, saving Bank account statement in the name of HUF, address proof of Karta, Cancelled cheque copy, list of co parceners and HUD declaration formetc.
24	can I open Demat account with Bank of Baroda in the name of My company?	Yes. You can open corporate Demat account with Bank of Baroda.
25	What are the requirements to open a corporate Demat Account with Bank of Baroda?	Documents required are : Attested copy of PAN card in the name of corporate, Bank account statement in the name of corporate, address proof of corporate, Cancelled cheque copy, Board resolution, MOA, AOA, certificate of incorporation, audited balance sheet for last 2 financial year, PAN card and Address proof of Each authorised signatory, promoters, directors.
26	I am a Broker. Can I open account with you?	Yes. You can open a clearing member Demat account with bank of baroda.
27	What are the requirements to open a Clearing Member Demat Account with Bank of Baroda?	The requirements are the same as those to open a Corporate Demat Account . The additional documents required are: SEBI Certificate and Stock exchange letter.
28	Can the existing corporate demat account be continued in case of a name change?	No, a new demat account needs to be opened in the changed name, shares are to be transferred from the old account to the new account and the old account needs to be closed.
29	How many persons can open Demat account as joint holders	Max three persons can open Demat account and mode of operation will be jointly always.
30	can I open Demat account with more than three holders?	Yes, a Demat account can be opened of more than 3 holders but up to 5 holders only in special case only. The account can be operated only for the dematerialisation of shares held in the same combination. Once the shares are dematerialised the securities should be transferred and Demat Account should be closed. No shares can be credited by purchase or transferred from any other account. Hence for such accounts, the standing instruction for credits will be 'N' .
31	Can I operate my joint Demat account on "either or survivor" basis just like a bank account?	No. The Demat account cannot be operated on "either or survivor" basis like the bank account. All the holders to the account must sign all documents (including Delivery Instructions) jointly.
32	what mode of operations is permissible with Demat account?	The mode of operation in Demat account will always 'jointly by all holders'.
33	Do I have to keep any minimum balance of securities in my account?	No, there is no prescribed minimum balance. You can have zero balance in your account.
34	I want to open online Demat account. Can I do this with Bank of Baroda?	Yes. You can apply for Demat account opening online with Bank of Baroda. you need to visit our bank's website www.bankofbaroda.com where URL is provided for the same.
35	What documents are required to open a demat account online with Bank Of Baroda?	Customer needs to have scan copy of PAN Card, Aadhar Card, Address proof, cancelled cheque, signature and photograph to open a demat account online.

36	Can I apply online for joint Demat account opening with Bank of Baroda?	At present you can apply for single individual holder Demat account through online. But you can open joint Demat account through offline mode via bank of Baroda Demat indentified branches.
37	is nomination facility there with Demat account?	Yes. Nomination facility is there with Demat account.
38	How many nominees can be appointed?	Maximum three person can be nominated, whether the Demat Account is held singly/jointly.
39	Who can nominate?	Nomination can be made only by individuals holding beneficiary accounts either singly or jointly Non-individuals including society, trust, body corporate, partnership firm, Karta of Hindu Undivided Family, holder of power of attorney cannot nominate.
40	Can joint holders nominate?	Yes. Joint holders can nominate.
41	Can a NRI nominate?	Yes, NRI can nominate directly. But, the power of attorney holder cannot nominate on behalf of NRI.
42	Can a minor nominate?	No, a minor cannot nominate either directly or through its guardian
43	Who can be a nominee?	Only an individual can be a nominee. A nominee shall not be a society, trust, body corporate, partnership firm, Karta of Hindu Undivided Family or a power of attorney holder
44	Can there be more than one nominee?	Yes. Up to Three nomination can be made for one Demat account.
45	Can a minor be a nominee?	Yes, a minor can be a nominee. In such a case, the guardian will sign on behalf of the nominee and in addition to the name and photograph of the nominee, the name, address and the photograph of the guardian must be submitted to the DP. If the guardian himself is the account holder and his minor son/daughter is the nominee then in this case minor nominee's guardian has to be other than the account holder.
46	Can separate nomination be made for each security held in a depository account?	No. Nomination can be made account wise and not security wise.
47	Can a NRI be a nominee?	Yes, NRI can be a nominee subject to the exchange control regulations in force from time to time.
48	What is the procedure for nomination?	The nomination form (format provided in account opening form) duly filled-in should be submitted to the branch DP either at the time of account opening or later. The account holder, nominee and two witnesses must sign this form and the name; address and photograph of the nominee must be submitted. (Photograph of nominee is not required in case the account is opened with CDSL DP) If nomination was not made at the time of account opening, it can be made subsequently by submitting the nomination form.
49	Can the nominee be changed?	Yes, the nomination can be changed anytime by the account holder/s by simply filling up the nomination form once again and submitting it to the branch DP.
50	What is the AMC charges in Demat account of Bank of Baroda?	There is no AMC in the Demat account of individuals for the first year. After this Rs. 250 + Gst is charged to customer every year. For non individuals customers AMC is Rs. 550+ GST.
51	is there any charges to open a Demat account with Bank of Baroda?	There is no such charges while opening Demat account with Bank of Baroda. For opening of Trading account E franking is required of Rs. 500/-.
52	What is transaction charges in Demat account of bank of Baroda?	
53	what is dematerialisation charges in Demat account?	Dematerialisation charges are Rs. 3.00/- per certificate with minimum Rs. 34/- + GST+ actual postage.
54	what is rematerialisation charges in Demat account?	Rematerialisation charges are Rs. 30.00/- per certificate + GST+ actual postage in CDSL Demat account. Rematerialisation charges are Rs. 10.00/- per certificate + GST+ actual postage in NSDL Demat account.
55	What is the brokerage amount for delivery in trading account with Bank of baroda?	The brokerage amount is 0.35% of market value for delivery in trading account.
56	What is the brokerage amount for intraday in trading account with Bank of baroda?	The brokerage amount is 0.10% of market value for intra both side in trading account.
57	What is the minimum brokerage amount?	The minimum brokerage amount is Rs. 0.05paise in trading account.
58	To whom is KYC applicable?	All holders (Individuals or Non-Individuals) who wish to open a Demat Account are required to fill the KYC Application form. In case of Minor as a Demat Account Holder, Both the Minor & the guardian are required to fill the KYC Application form.
59	What are the KYC requirements for a Demat Account?	ALL Demat Account Holder(s) will have to fill the KYC application form at the time of Demat Account Opening. ALL the holders are required to submit self - attested copies relevant & valid Proof of identity and Proof of Address. Self- attested PAN Card Copy is mandatory for ALL the holders to submit. Photograph of the Demat Account Holder (s) to be affixed on the KYC application form with across signature
60	what is delivery instruction slips and what is its purpose?	Delivery Instruction Slip (DIS) is an instrument to get shares transferred electronically from one account to another within the same Depository or Inter-Depository.
61	I want to sell my shares. What should I do?	you can sell your shares using trading account only.
62	I am having Demat account with bank of baroda and trading account with some other broker then how can I sell my share?	In this case you can sell shares through your broker and after you have to submit delivery instruction slip to your Demat concern branch for the debit of shares from your Demat account.
63	How do I get DIS?	You can submit the duly filled DIS requisition form to his Demat concern Bank of baroda branch for the issuance of DIS
64	What if I have lost/misplaced any slip/instruction booklet?	You have to immediately intimate the bank by submitting a letter / Stop Instruction Format (available with the branch) mentioning the details of the slip/booklet lost, duly signed by all the holders and request for a fresh booklet. A "Stop Instruction" will be marked against all the unused slips to avoid misuse of the slips.
65	What benefit I will by giving delivery instruction slip with a future execution date?	By giving a future dated instruction the risk of non-execution of instruction due to lack of time or last minute rush is covered
66	Can one buy and sell shares through Depository Participant?	No. Shares can be bought and sold only through a stockbroker. Our Branch DP facilitates delivering the shares against a sell transaction or receiving the shares for a buy transaction.
67	What is the procedure to change the address in an Individual Demat Account?	Customer can change / update his address by submitting the modification form signed by all the Demat account holders along with KYC Forms and KYC documents to the Demat concern branch.
68	How do I change Email ID?	Customer can change / update his email id by submitting the modification form signed by all the Demat account holders to the Demat concern branch.
69	How do I change Bank Details?	Customer can change / update his Bank details by submitting the modification form signed by all the Demat account holders along with cancelled cheque copy to the Demat concern branch.
70	How do I change Signature?	Customer has to submit the duly filled 'change in signature form' along with copy of PAN card to the Demat concern branch
71	What should the Demat account holder do if his address is changed? Does he need to write/send mail to each company separately?	In case his address is changed, he only needs to inform the new address to the branch DP along with necessary proof of change of address. When branch DP enters the new address in the depository computer system, it will be automatically conveyed to all companies in which the account holder holds shares.
72	Can I freeze my account?	Yes, the depository system provides the facility to freeze the Demat accounts for debits or for both debits and credits
73	What is the procedure to freeze / unfreeze a Demat Account?	Customer has to fill Freeze/ unfreeze form duly signed by all demat holders and submit it to the Demat concern branch. Then DP will take action accordingly.

74	Does the Bank of Baroda Depository Participant have the right to suspend my Demat Account?	The Depository Participant has the right to suspend a Demat Account in case it receives an order to that effect from the Depository, the Income Tax Department, a Court of law or any other regulatory body, or for non-payment of charges to the Depository Participant. Once the account is suspended no transactions are allowed in the account but benefits arising due to any Corporate Action are still credited to the suspended account. The DP will intimate the client of the suspension of his account
75	Can someone else operate my demat account on my behalf on the basis of Power of Attorney?	Yes. If you authorize any person to operate your account by executing a power of attorney, that person can operate the account on your behalf. However, you need to submit a Notarised copy of the POA to your DP. Ensure that the POA has the signatures of both, the Donor and the Donee. The POA holder is also subject to KYC norms of the bank. However if the POA is submitted at the time of account opening, it is mandatory that the holder signs the account opening document.
76	what is dematerialisation?	Dematerialization is the process by which physical certificates of an investor are converted to an equivalent number of securities in electronic form and credited in the investor's account with his DP.
77	Can I dematerialize any share certificate?	One can dematerialize only those certificates that are already registered in one's name and are in the list of securities admitted for dematerialization at NSDL or CDSL.
78	Why should I dematerialise my securities?	You should dematerialize your securities because SEBI has mandated delivery of stocks only in the dematerialized form; hence if you hold physical certificates you may not be able to sell them immediately.
79	how long does the dematerialization process take?	Dematerialization will normally take about 30 days.
80	What if it takes more than 30 days for dematerialization of the shares?	If the process of dematerialization takes more than 30 days, the client should be advised to submit grievance to the branch with a copy to Bank's Demat back office at following address: Bank of Baroda, Central back Office DP operations, Gr floor, G block BKC bandra east Mumbai-400051. and mail over demat@bankofbaroda.com
81	Can he / she open a single account for securities owned in different ownership patterns such as securities owned individually and securities owned along-with his /her wife/husband?	No. The Demat account must be opened in the same ownership pattern in which the securities are held in the physical form e. g. if one share certificate is in his individual name and another certificate is jointly held in his and his wife's name, two different accounts would have to be opened.
82	What customer should do if he/she has physical certificates with the same combination of names, but the sequence of names is different in Demat account from the physical certificates?	In this case customer will fill-up an additional form called "Transposition cum Demat" form along with Dematerialisation request form. This would help customer to effect change in the order of names as well as dematerialize the securities.
83	Can I dematerialize my debt instruments, mutual fund units; government securities also in my demat account?	Yes. You can dematerialize and hold all such investments in a single Demat account
84	Can I get my electronic holdings be converted back into certificates?	Yes. you can convert your electronic holdings into physical form, You have to fill Re-materialization form for the same and submit to the Demat concern branch.
85	Can customer close his Demat account with one DP and transfer all securities to his account with another DP?	Yes. He can submit account closure request to his Demat concern BOB branch in prescribed form. The branch will send documents to back office. Back office will transfer all his securities, as per the instruction, and close the Demat account.
86	What would be the charges for account closure and securities transfer due to account closing?	The charges would be as per the schedule of charges agreed by account holder at the time of account opening or any subsequent changes there-in. NSDL/CDSL is allowing waiver of charges to DPs where all the securities in an account are moved to another account with another DP due to account closure if account name remains the same.
87	How can I close my Demat account with Bank of baroda?	To close your Demat Account, please submit the closure form signed by all Demat account holders to your demat concern branch.
88	How can customer track the status of closure of Demat a/c?	Once the demat account is closed – The Demat back office sends a closure intimation letter to the Demat registered address of the customer.
89	What does transmission mean in relation to Demat accounts?	Transmission is the process by which securities of a deceased account holder (s) are transferred to the account of his legal heirs/nominee/surviving holder(s). Process of transmission in case of dematerialized holdings is more convenient as the transmission formalities can be completed by submitting necessary documents to the branch DP whereas in case of physical securities the legal heirs/nominee surviving joint holder has to independently correspond with each company in which securities are held.
90	What is the procedure for transmission of securities to the nominee in case of the death of the account holder?	In case of the death of the sole holder, for the purpose of transmission of securities, the nominee has to submit a duly filled-in transmission form, notarized copy of death certificate and an affidavit in the prescribed format. After verifying these documents, the DP will transmit the securities to the account of the nominee.
91	What would happen if no nomination is made for the account?	In case nomination is not made, the securities would be transmitted to the account of legal heir(s), as may be determined by an order of the competent court. However in cases where the value of securities to be transmitted is less than ` 1,00,000/- the DP may process the request based on submission of necessary letter of indemnity , surety , affidavits and <u>NOC documents</u>
92	What is the procedure for transmission in case of Joint Accounts?	In the event of death of one of the joint holders , the securities will be transmitted to the surviving holder(s) account on submission of Transmission Form and notarised copy of the death certificate of the deceased joint holder to the DP. For transmission of securities, the account of the surviving holder(s) must be in the same sequence in which the names appear in the joint account to be closed.
93	What is the advantage of transmission?	The major advantage in case of dematerialized holdings is that transmission formalities for all securities held in Demat account can be completed just by interaction with the branch DP alone, unlike in the case of physical securities, where the claimant has to interact with the Issuer or its Registrar separately.
94	I am having NSDL Demat account with bank of Baroda. How can I check my holding/ transaction statement everytime?	you can use Ideas facility introduced by NSDL to view holdings and transaction statement directly. For more information please visit on https://eservices.nsd.com
95	I am having CDSL Demat account with bank of Baroda. Do u have any app where I can check my holding/ transaction statement everytime?	you can use Easi facility or Easi app introduced by CDSL to view holdings and transaction statement directly. For more information please visit on https://www.cdslindia.com
96	How will I receive dividend/interest, if any, on the securities I am holding?	The concerned company obtains the details of beneficiary holders and their holdings as on the date of the book closure / record date from NSDL/CDSL. The payment to the investors will be made by the company through the ECS (Electronic Clearing Service) facility or by issuing warrants on which client's bank account details are printed. The bank account details will be those which the client would have mentioned in his/her account opening form or changed thereafter.
97	How will I confirm that bonus/rights entitlement is credited into my account?	An allotment advice will be sent by the issuer/ their Registrar & Transfer (R & T) agent for bonus/ rights entitlement. The transaction statement sent to you by the DP will show the bonus/ rights credit into the account. The quantity shown in the advice and the transaction statement should match.

98	How would the client get his/her bonus shares or other non-cash entitlements?	The concerned company obtains the details of beneficiary holders and their holdings as on the date of the book closure / record date from NSDL / CDSL. The client's entitlement will be credited by the company directly in client's demat account.
99	What is 'Standing Instruction' given in the account opening form?	In a bank account, credit to the account is given only when a 'paying in' slip is submitted together with cash/cheque. Similarly, in a depository account a 'Receipt in' form has to be submitted to receive securities in the account. However, for the convenience of investors, facility of 'standing instruction' is given. If you say 'Yes' for standing instruction, you need not submit 'Receipt in' slip every time you buy securities.
100	When an investor buys shares, in what time should he/she receive the securities from his/her broker?	The broker is expected to transfer the securities to client's Demat account within two working days or four calendar days after securities are received in his pool account, provided the client has made the requisite payment to the broker.
101	In case of discrepancies in corporate benefits to whom I should contact?	In case of discrepancies in corporate benefits, you can approach branch DP or the company / its R&T Agents.
102	Is it compulsory for every investor to open a Demat account to trade in the capital market?	Since 99.5 % of the settlement at the stock exchanges is taking place in Demat form, an investor buying securities would receive the securities in Demat form only. Therefore, investors who actively buy and sell securities need to open a Demat account to receive delivery of demat securities. According to the Depositories Act, 1996, an investor has the option to hold securities either in physical or electronic form. However, SEBI has notified that settlement of trades in listed securities should take place only in the Demat mode.
103	How can one request for duplicate Demat account statement.	He can contact to nearest Bank of Baroda branch or send the request to demat@bankofbaroda.com for duplicate statement.
104	can I get loan against shares from Bank of Baroda?	Yes. You can get loan against shares from Bank of Baroda
105	to get loan against shares where should I contact?	For the loan against shares you need to contact Bank of Baroda branch.
106	I have Demat account with other DP. can I get loan against shares from Bank of Baroda?	Yes. In this case also You can get loan against shares from Bank of Baroda. You need to pledge the securities with Pledgee account of Our Bank of Baroda Branch.
107	I have settled my loan again securities. How can I close the pledge?	You can request for a closure of pledge by instructing branch DP in a prescribed format. The pledgee on receiving the repayment will instruct his/her DP accordingly for the closure of the pledge.
108	Can I change the securities offered in a pledge?	Yes, if the pledgee [lender] agrees, you may change the securities offered in a pledge.
109	whether I would receive the corporate benefits on the pledged securities?	The securities pledged are only blocked in the account of pledgor in favour of the pledgee. You (The pledgor) would continue to receive all the corporate benefits.
110	I have Demat account with CDSL, can I transfer/ receive securities from a Demat account with some other depository in India?	Yes. Inter depository transfers are possible.
111	How many times I will receive my holding statement?	you will receive your holding statement once in a quarter from bak office to your address.
112	Can I Buy and sel through Bank of Baroda Demat?	No, shares can be bought and sold only through a stockbroker. Bank of Baroda Demat helps in delivering the shares against a sell transaction or receiving the shares for a buy transaction. You can open an trading account with Baroda Capital Market Limited to avail of seamless trading and settlement
113	What should one do if there is no nomination in the deceased account holders demat account?	The legal heir's or the legal representative's of such securities shall make an application to the Depository Participant (DP) to transmit the shares lying in the account of the deceased to the account of the legal heir's or legal representatives
114	Can someone else operate my account on my behalf on the basis of a power of attorney?	Yes, if you authorize any person to operate your account by executing a power of attorney (POA) and submit it to us, that person can operate the account on your behalf. If you have given POA earlier and now wish to operate the account yourself, the POA has to be revoked by you in writing.
115	How do I demat shares with Pre-Marital / Maiden names?	In such cases you need to submit a certified true copy of the marriage certificate along with the Demat Request Form (DRF), when you give your shares for dematerialisation. Also provide an attested new specimen signature.