

## Frequently Asked Questions

**Q Since when and on which Stock Exchanges are ICRA's Equity Shares listed?**

**A** ICRA's Equity Shares are listed on two Stock Exchanges with effect from April 13, 2007:

1. Bombay Stock Exchange Limited (BSE): [Scrip Code: 532835]

P.J. Towers

Dalal Street, Mumbai 400 001

Tel: +91 22 2272 1234/33

Fax: +91 22 2272 2082

2. National Stock Exchange of India Limited (NSE): [Symbol: ICRA]

Exchange Plaza

Bandra-Kurla Complex

Bandra (E), Mumbai 400 051

Tel: +91 22 2659 8100 to 114 (Board Lines)

Fax: +91 22 2659 8120

**Q What is ICRA's Share Capital?**

**A** ICRA's Authorised Share Capital is Rs. 150 million. The Issued, Subscribed and Paid-up Equity Share Capital of the Company as on March 31, 2009 was Rs. 100 million, consisting of 10,000,000 Equity Shares of Rs.10/- each.

**Q When does ICRA's financial year end?**

**A** ICRA's financial year ends on March 31.

**Q How much dividend has ICRA paid during the last three financial years?**

**A** For the financial year 2007-08, a Dividend of 50% and a Special Dividend of 50%

For the financial year 2006-07, a Dividend of 45%

For the financial year 2005-06, a Dividend of 40%

**Q How can a shareholder get dividend, if not yet received?**

**A** Shareholder may write to our Registrar and Share Transfer Agent, M/s. Link Intime India Private Limited, or our Compliance Officer, Mr. Vijay Wadhwa, at the relevant address as mentioned below, furnishing the particulars of the dividend not received. Shareholder may quote his/her folio number (in case of physical shares)/client ID and DP ID particulars (in case of dematerialised shares). We will check our records and issue a duplicate dividend warrant, if the dividend remains unpaid as per the records of the Company.

**Q What is Electronic Clearing Service (ECS)?**

**A** Under this system, you can receive your dividend electronically by way of direct credit to your bank account. This avoids a lot of hassles like loss/fraudulent interception of dividend warrants during postal transit. This also expedites payment through direct credit to your account compared to dividend warrants in the physical form. We would strongly recommend that you opt for Electronic Clearing Service, if you have not done so already.

**Q How can shareholders avail the Electronic Clearing Service facility?**

**A** Shareholders are required to inform their respective DPs for shares held in electronic mode and to the Registrar and Share Transfer Agent, M/s. Link Intime India Private Limited, for shares held in physical mode. The ECS mandate form (available on our website) duly completed along with a photocopy of a leaf of their cheques as advised in the Form. Our Registrar and Share Transfer Agent will take due note of the same for payment of dividend through ECS. All subsequent dividends will be paid to them through direct credit to their designated bank account.

**Q Where is ICRA's Registered Office located?**

**A** Address of ICRA's Registered Office and its contact details are as follows:

ICRA Limited

1105, Kailash Building, 11<sup>th</sup> Floor

26, Kasturba Gandhi Marg

New Delhi 110 001, India

Tel: +91 11 2335 7940

Fax: +91 11 2335 7014

Website: www.icra.in

**Q Who should be contacted for any information or assistance on share related matters including dematerialisation/rematerialisation, transfer/transmission of shares, subdivision or consolidation of shares, issue of duplicate share certificates, and unclaimed/non-receipt of dividend?**

**A** Please contact our Registrar and Share Transfer Agent:

M/s. Link Intime India Private Limited

(Formerly M/s. Intime Spectrum Registry Limited)

A-40, 2<sup>nd</sup> Floor, Naraina Industrial Area

Phase II, Near Batra Banquet Hall

New Delhi 110 028

Email: delhi@linkintime.co.in

Tel: +91 11 4141 0592/93/94

Fax: +91 11 4141 0591

Or, ICRA's Compliance Officer:

Mr. Vijay Wadhwa

C.F.O. & Company Secretary

Building No. 8

2<sup>nd</sup> Floor, Tower A

DLF Cyber City, Phase II

Gurgaon 122 002, Haryana

Email: investors@icraindia.com

Tel: + 91 124 4545 300

Fax: + 91 124 4545 350

**Q How can one convert physical holding into electronic holding i.e. how can one dematerialise shares?**

**A** In order to dematerialise physical shares, please open an account with a Depository Participant (DP) and obtain an unique Client ID number. Thereafter, kindly fill up a Dematerialisation Request Form (DRF) provided by the DP and submit the same to the DP along with physical share certificates that are to be dematerialised.

The complete process of dematerialisation is outlined below:

- Surrender share certificates for dematerialisation to your DP.
- DP will intimate to the Depository regarding the request through the system.
- DP will submit the share certificates to the Registrar of ICRA Limited.
- Registrar will confirm the dematerialisation request to the Depository.
- After dematerialising the share certificates, Registrar will update account and will inform Depository regarding completion of dematerialisation.
- Depository will update its accounts and will inform the DP.
- DP will credit your account with the dematerialised shares.

DP will then hold the shares in the dematerialised form on your behalf and you will become the beneficial owner of these dematerialised shares.

**Q Can electronic holdings be converted back into physical certificates?**

**A** Yes. The process is called rematerialisation. If you want to get back your shares in the physical form, you have to fill in the Remat Request Form (RRF) and request your Depository Participant (DP) for rematerialisation of the balances in your Demat account.

The process of rematerialisation is outlined below:

- Make a request for rematerialisation to your DP.
- DP will intimate Depository regarding the request through the system.
- Depository will confirm rematerialisation request to the Registrar of ICRA Limited.
- Registrar will update accounts and will print share certificates.
- Depository will update accounts and DP will download the details.
- Registrar/Company will dispatch the share certificates to you.

**Q Who should be contacted for complaints?**

**A** Our Registrar and Share Transfer Agent, M/s. Link Intime India Private Limited, Or our Compliance Officer, Mr. Vijay Wadhwa, at the relevant address as mentioned above.

**Q Who should be contacted for queries relating to ICRA's Public Offer through Offer for Sale of Equity Shares?**

**A** Our Compliance Officer, Mr. Vijay Wadhwa, at the relevant address as mentioned earlier.

**Q If the shares are dematerialised, what is the procedure for change of address?**

**A** Since your records of dematerialised shares are maintained by your Depository Participant (DP), you have to inform your DP of any change in your address. Your DP will pass on this information to ICRA and the Registrar whenever any action like despatch of Annual Reports or payment of dividend is due to be taken by ICRA. **Shareholders are advised to update their address and Bank Account details with their respective depository participants so that in future the Dividend Warrant and Annual Report etc. are delivered to their latest address and dividend amount is directly credited to their Bank Account.**

**Q If the shares are held in the physical form, what is the procedure for change of address?**

**A** Please send a written request along with a certified photocopy of any two of the following documents: electricity bill, telephone bill, gas bill, bank pass book, passport, voter identity card, and driving licence. The request letter should be signed by the first shareholder or by all joint-holders stating the new address along with the PIN Code, and should be sent to the Registrar or ICRA (addresses mentioned earlier). Please quote your Folio number also.

**Q Can there be multiple addresses for a single Folio?**

**A** No, there can be only one registered address for one Folio.

**Q Can joint-holders request a change of address?**

**A** No, the letter of request will need to have the signature of the first Shareholder or of all Shareholders.