



Ref: PNBHFL/SE/EQ/FY25/52
Date: July 11, 2024

The BSE Limited,
Listing Department,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400001
Scrip Code: 540173

The National Stock Exchange of India Limited,
Listing Department
“Exchange Plaza”
Bandra Kurla Complex,
Bandra (E), Mumbai – 400051
Symbol: PNBHOUSING

Dear Sir(s),

Sub: Intimation under Regulation 30 of SEBI (listing Obligations and Disclosure Requirements) Regulations, 2015

Please find enclosed a letter sent to Shareholders of the Company on July 10, 2024, informing about disputes resolution mechanisms in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal and requesting for appointment of Nomination in their Demat Account(s), to update changes, if any, in contact details, address, bank account Particulars, etc.

The format of letter sent to shareholders is also made available on the website of the Company at www.pnbhousing.com

Please consider this as information.

Thanking You,

Yours faithfully,
For PNB Housing Finance Limited

Veena Kamath
Company Secretary

Enclosed: As above.



Dear Shareholder(s),

Subject: Updates on Securities and Exchange Board of India (“SEBI”) Circulars

We wish to draw attention of the shareholders of PNB Housing Finance Limited (“Company”) to various circulars issued by SEBI on the below mentioned subjects and request you to take note of the same:

1. Resolution of Disputes through Online Dispute Resolution (‘ODR’) Portal

This is to inform you that SEBI has issued a circular on July 31, 2023 (Ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) as amended by corrigendum - Ref. no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023 and introduced a common Online Dispute Resolution (“ODR”) mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market.

The mechanism to raise a compliant / dispute under the investor grievance redressal mechanism (including through the ODR web portal) is as below:

a. Level 1 – Raising of Complaint / dispute with the listed entity / its Registrar and Transfer Agent (“RTA”):

Initially, grievances / disputes/ complaints, if any, against the company/ RTA are required to be directly lodged with the company / its RTA.

Shareholders of the Company may lodge the complaint / dispute by sending all the relevant documents through e-mail on: investor.services@pnbhousing.com or by RTA email on rnt.helpdesk@linkintime.co.in or by sending physical documents to the Company or its RTA at the following address:

(i) To the Company

The Company Secretary
PNB Housing Finance Limited
9th Floor, Antriksh Bhavan, 22 Kasturba Gandhi Marg,
Near Connaught Place, New Delhi- 110001

(ii) To the Company's RTA

Link Intime India Private Limited
Unit: PNB Housing Finance Limited
C 101, 247 Park, L B S Marg, Vikhroli,
West, Mumbai 400 083

b. Level 2 – SEBI SCORES Portal:

Disputes remaining unresolved at Level 1 may be raised through SEBI Complaints Redressal System (“SCORES”) which can be accessed at www.scores.sebi.gov.in/ FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink [FAQs - scores.sebi.gov.in](#)

Regd. Office: 9th Floor, Antriksh Bhawan, 22 K G Marg, New Delhi – 110 001
Phone: 011 – 23736857, E-mail: investor.services@pnbhousing.com, Website: www.pnbhousing.com
CIN: L65922DL1988PLC033856

c. Level 3 – ODR Platform:

After exhausting options at Level 1 & Level 2, if the investor is still not satisfied, he / she can initiate online dispute resolution through the ODR portal, within the timeframe available under law. The link for accessing the ODR Portal is <https://smartodr.in/login>. For more details, please refer the SEBI Circular referred above.

Alternatively, the investor can initiate dispute resolution through the ODR Portal, if the grievance lodged with the Company / RTA was not satisfactorily resolved from Level 1 to Level 3.

It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian law.

There is no fee for registration of complaints / disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor / listed entity / its RTA (as the case may be).

2. Extension of timeline for Nomination in eligible Demat Account

SEBI, vide its circular no. SEBI/HO/MIRSD/RTAMB/CIR/P/2021/601 dated July 23, 2021 has stipulated that trading accounts and demat accounts which do not have 'choice of nomination' by September 30, 2023 shall be frozen. The last date has been extended upto October 01, 2024 (Please refer circular No. SEBI/ HO/ MIRSD/POD-1/P/CIR/2024/81 dated June 10, 2024).

Therefore, shareholders are requested to appoint the nominee in their respective demat accounts (if nominee is not appointed till date). Please contact your DP in this regard.

The aforesaid SEBI circulars can be accessed on the website of SEBI at <https://www.sebi.gov.in/> or on the Company's website at <https://www.pnbhousing.com/investors/contact> and on the RTA's website: www.linkintime.co.in.

3. Update of KYC and Bank Account Particulars

Members of the Company are requested to update changes in their contact No./ Mobile No., Email Ids, Address, Bank Account particulars, etc. in their respective Demat accounts with their DPs.

This is for your kind information. Assuring you of our best services.

Thanking You,

Yours faithfully,
For PNB Housing Finance Limited

Sd/-
Veena G Kamath
Company Secretary