General Shareholder Information

16th Annual General Meeting (AGM)

Day and date	Thursday, 27 July 2023
Time	12:15 p.m. (IST)
Mode of AGM	Through Video Conferencing/OAVM
Deemed venue of the Meeting	Registered Office of the Company at Bajaj Auto Ltd. Complex, Mumbai-Pune Road, Pune – 411 035
Link to participate through video Conferencing	https://emeetings.kfintech.com/
Remote e-voting starts	Monday, 24 July 2023 9:00 a.m. (IST)
Remote e-voting ends	Wednesday, 26 July 2023 5:00 p.m. (IST)
E-voting at AGM	Thursday, 27 July 2023
Financial Year ('FY')	1 April 2022 to 31 March 2023

Tentative meeting schedule for financial reporting

Type of Meeting	Particulars	Indicative Month
Audit Committee and Board	To review and approve the unaudited financial results for the quarter ending 30 June 2023, subject to limited review	July 2023
	To review and approve the unaudited financial results for the quarter and half-year ending 30 September 2023, subject to limited review	October 2023
	To review and approve the unaudited financial results for the quarter and nine months ending 31 December 2023, subject to limited review	January 2024
	To review and approve audited annual results for the year ending 31 March 2024, subject to audit	April 2024

In addition to the above, Board meetings are convened in the month of March and September to discuss strategy, operating plans and other matters. Additional committee meetings are also convened as and when deemed necessary.

Sub-Division and Bonus Issue

Keeping with the spirit of inclusion and to reward the members, the Board of Directors ('Board'), at its meeting held on 28 July 2022, recommended sub-division of one equity share of face value of ₹ 5 into five equity shares of the face value of ₹ 1 and issue of bonus shares of face value of ₹ 1 for every 1 (one) fully paid-up equity share of ₹ 1. The members vide their resolution dated 2 September 2022, approved the aforesaid proposals.

The Company('Bajaj Finserv', 'Bajaj Finserv Ltd.', 'BFS') received all the necessary regulatory approvals on 21 September 2022 and Bonus shares were tradable in the market w.e.f. 22 September 2022.

Registrar and Share Transfer Agent ('RTA')

In terms of regulation 7 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (the 'SEBI Listing Regulations') KFin Technologies Ltd. ('KFin') continues to be the Registrar and Share Transfer Agent and handles all relevant corporate registry services.

Review of service standards adhered by KFin with respect to share related activities

The Company has agreed service timelines and standards for various shareholder related service with KFin. On an on-going basis, the secretarial team engages with officials of KFin at various levels for review of these standards and other share related activities. Periodic meetings and discussions are held to understand the concerns of shareholders, deviations, if any, in the agreed timelines for processing service request, best practices and other measures to strengthen shareholders related services. In addition, the activities at KFin are also reviewed by the internal audit team.

Share transfer system

All transmission, transposition, issue of duplicate share certificate(s), etc., as well as requests for dematerialisation/ rematerialisation are processed at KFin. The work related to dematerialisation/rematerialisation is handled by KFin through connectivity with NSDL and CDSL.

Dividend and date of payment

The Board of Directors have recommended a dividend of ₹ 0.80 per equity share (80%) of the face value of ₹ 1 for FY2023, subject to approval of the members at the ensuing AGM.

Dividend on equity shares, if declared, at the AGM, will be credited/dispatched on Friday, 28 July 2023 and/or Saturday, 29 July 2023, to all eligible shareholders holding shares as of the end of the day on Friday, 30 June 2023 ('record date').

Payment of dividend

The SEBI Listing Regulations read with SEBI circular dated 20 April 2018, require companies to use any electronic mode of payment approved by the Reserve Bank of India ('RBI') for making payment to members. Accordingly, the dividend, if declared will be paid through electronic mode, where the bank account details of the members are available. Where dividend payments are made through electronic mode, intimation regarding such remittance will be sent separately to the members.

In cases where the dividend cannot be paid through electronic mode, it will be paid by account payee/non-negotiable instruments/warrants with bank account details printed thereon. In case of non-availability of bank account details, address of the members will be printed on such payment instruments.

For enabling payment of dividend through electronic mode, members holding shares in physical mode are requested to send Form ISR-1 along with requisite documents to KFin.

The aforesaid form can be downloaded from the website of the Company at https://www.bajajfinserv.in/finserv-shareholders-information-listing-on-stock-exchange and KFin at https://ris.kfintech.com/clientservices/isc/#isc_download_hrd

In case of members holding shares in demat mode, they are requested to update details with their respective depository participant.

Tax deducted at source ('TDS') on dividend

Pursuant to the changes introduced by the Finance Act, 2020, with effect from 1 April 2020, Dividend Distribution Tax will not be payable by the Company. The dividend, if declared will be taxable in the hands of the members. The TDS rate would vary depending on the residential status of the members and the documents submitted by them and accepted by the Company. For more details, members are requested to refer to the Notice of AGM.

Unclaimed dividend

As per section 124(5) of Companies Act, 2013 (the 'Act'), any money transferred by the Company to the unpaid dividend account and remaining unclaimed for a period of seven years from the date of such transfer shall be transferred to the Investor Education and Protection Fund ('Fund' or 'IEPF') set up by the Central Government. Accordingly, unpaid/unclaimed dividends for FY2008 to FY2015 have already been transferred by the Company to the said Fund from FY2015 onwards.

The unpaid/unclaimed interim dividend for FY2016, shall be transferred to the Fund in May 2023. Members were requested to verify their records and send their claim, if any, for the said year, before such amount becomes due for transfer. Communication in this regard was sent to members, who had not claimed dividend, requesting them to claim the same as well as unpaid dividend, if any, for subsequent years.

The following are the details of unclaimed dividends which are due to be transferred to the Fund in the coming years including current year:

Year	Dividend type	Date of declaration	Last date for claiming dividend	Date of transfer to Fund (on or before)
2015-2016	Interim (Confirmed as Final)	9 March 2016	13 April 2023	13 May 2023
2016-2017	Final	19 July 2017	18 August 2024	17 September 2024
2017-2018	Final	19 July 2018	18 August 2025	17 September 2025
2018-2019	Final	25 July 2019	24 August 2026	23 September 2026
2019-2020	Interim (Confirmed as Final)	21 February 2020	22 March 2027	21 April 2027
2020-2021	Final	21 July 2021	20 August 2028	19 September 2028
2021-2022	Final	28 July 2022	27 August 2029	26 September 2029

The Company has also hosted the details of unclaimed dividend, on its website at https://www.bajajfinserv.in/finserv-shareholders-information-listing-on-stock-exchange and also on website specified by the Ministry of Corporate Affairs ('MCA') https://www.iepf.gov.in/IEPFWebProject/services.html;jsessionid=3FE5C8F4DF3C7002359FA14EF4A19752

Initiatives for reduction of unclaimed dividend

The Company with a view to reduce the quantum of unclaimed dividend has undertaken several steps as done in the last year. These primarily included proactively reaching out to members, sending periodic communications, advising the members who approach the Company/KFin for other service request to claim their dividend, if any and remitting unpaid dividend, if any for KYC compliant folio(s). The amount is remitted based on the verification of the documents and bonafides of the claim.

The Company will endeavour to undertake additional initiatives in this regard.

Transfer of shares to IEPF

Pursuant to section 124(6) of the Act and the Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016, as amended (the 'IEPF Rules'), all shares in respect of which dividend has not been paid or claimed for seven consecutive years or more shall be transferred to Demat Account of the IEPF Authority by the Company within a period of thirty days of expiry of said seven years.

Various steps are being taken on an ongoing basis to reach out to shareholders, through emails, and other means, whose shares are due to be transferred to IEPF on account of not claiming dividend for a consecutive period of seven years. In addition, the Company also publishes a notice in newspapers intimating the members regarding the said transfer. These details are also available on the Company's website at https://www.bajajfinserv.in/finserv-shareholders-information-listing-on-stock-exchange

During FY2023, the Company transferred 60,485 equity shares of face value of ₹ 1 (previous year – 3,109 equity shares of face value of ₹ 5) in respect of 51 shareholders (previous year – 19 shareholders) to Demat Account of the IEPF Authority held with NSDL.

Members can claim such shares and unclaimed dividends transferred to the Fund by following the procedure prescribed under the IEPF Rules. As advised by MCA through its circular dated 19 July 2018, the Company has provided an access link to the refund webpage of IEPF Authority on its website at https://www.bajajfinserv.in/finserv-shareholders-information-listing-on-stock-exchange to facilitate easy refund procedure for its investors/claimants. Members are requested to get in touch with the nodal officer for further details on the subject at investors@bajajfinserv.in / uma.shende@bajajfinserv.in

Dematerialisation/rematerialisation of shares and liquidity

During FY2023, 79,943,545 shares including 34,490 equity shares of face value of ₹ 5 were dematerialised (previous year - 104,210 shares of face value of ₹ 5). No shares were rematerialised during FY2023 (previous year - 50 shares). Shares held in physical and electronic mode as on 31 March 2023 are given in Table 1.

The equity shares of the Company are listed on BSE Ltd. ('BSE') and National Stock Exchange of India Ltd. ('NSE') and are frequently traded. The equity shares of the Company were not suspended from trading during the year on account of corporate actions or otherwise.

Table 1: Shares held in physical and electronic mode:

	Position as on 31 March 2023		
Particulars	**No. of holders**	**No. of shares**	**% of total shareholding**
Demat:			
NSDL	256,811	1,146,850,166	72.00
CDSL	508,349	434,325,194	27.27
Sub-Total	765,160	1,581,175,360	99.27
Physical	664	11,640,100	0.73
Total	**765,824**	**1,592,815,460**	**100.00**

Listing on Stock Exchanges and Stock Code

Name	Stock code for Equity shares	Address
BSE	532978	Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001
NSE	BAJAJFINSV	Exchange Plaza, C-1, Block-G, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051

The International Securities Identification Number ('ISIN') for Depositories (NSDL and CDSL) in respect of equity shares is INE918I01026.

Annual listing fees, as prescribed, have been paid to the said stock exchanges up to 31 March 2024.

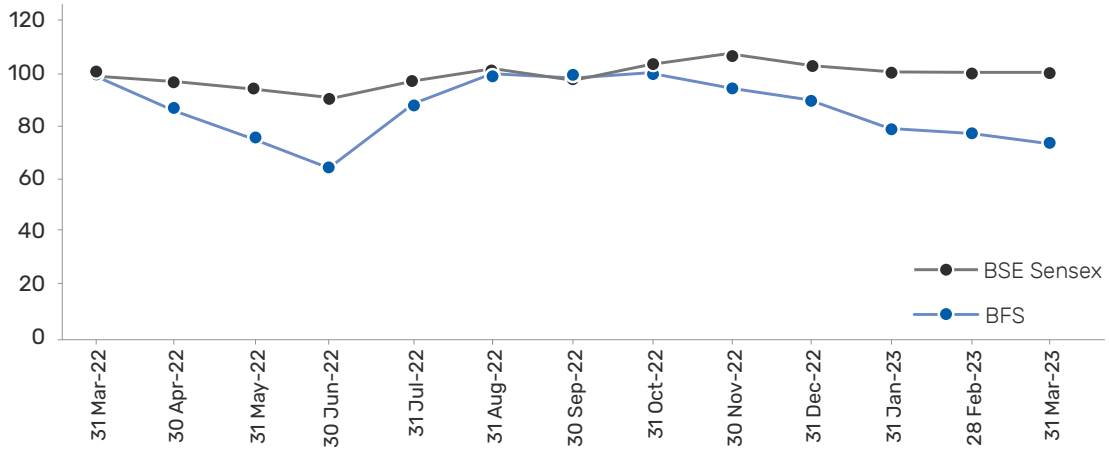
Market Price Data

Table 2: Monthly highs and lows of equity shares of Bajaj Finserv Ltd. during FY2023 (vis-à-vis BSE Sensex and Nifty50)

	BSE		NSE		Closing BSE	Closing
Month	High	Low	High	Low	Sensex	Nifty50
April 2022	17,482.00	14,660.85	17,480.00	14,660.65	57,060.87	17,102.55
May 2022	15,086.00	12,066.80	15,058.75	12,062.25	55,566.41	16,584.55
June 2022	13,220.20	10,908.00	13,220.00	10,909.00	53,018.94	15,780.25
July 2022	15,199.00	10,777.00	15,223.25	10,727.20	57,570.25	17,158.25
August 2022	17,145.35	14,860.30	17,141.50	14,861.35	59,537.07	17,759.30
September 2022 (Prior -corporate action)	17,837.10	16,800.00	17,845.00	16,804.50	57,426.92	17,094.35
September 2022 (Post - corporate action)	1,846.00	1,620.95	1,844.00	1,621.00	57,426.92	17,094.35
October 2022	1,740.00	1,620.70	1,740.40	1,621.00	60,746.59	18,012.20
November 2022	1,813.45	1,619.30	1,817.90	1,620.00	63,099.65	18,758.35
December 2022	1,655.00	1,485.00	1,655.00	1,483.15	60,840.74	18,105.30
January 2023	1,570.00	1,302.35	1,570.00	1,302.05	59,549.90	17,662.15
February 2023	1,435.15	1,247.00	1,435.00	1,246.85	58,962.12	17,303.95
March 2023	1,401.00	1,216.10	1,399.45	1,215.00	58,991.52	17,359.75

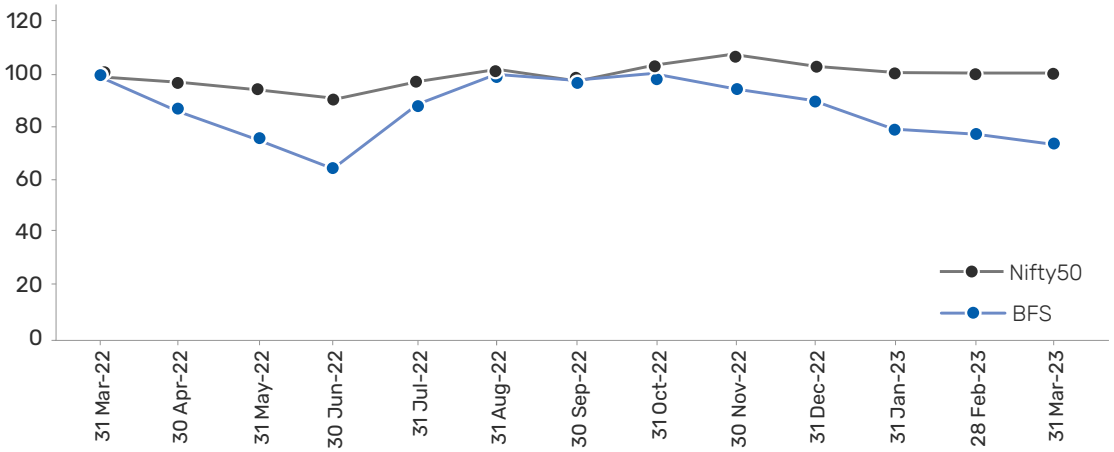
Chart: Performance in comparison

Bajaj Finserv Ltd. stock performance v. BSE Sensex, indexed to 100 on 31 March 2022



Note: The share prices for the period 31 March 2022 to 31 August 2022 have been adjusted for sub-division of shares and issue of bonus shares.

Bajaj Finserv Ltd. stock performance v. Nifty50, indexed to 100 on 31 March 2022

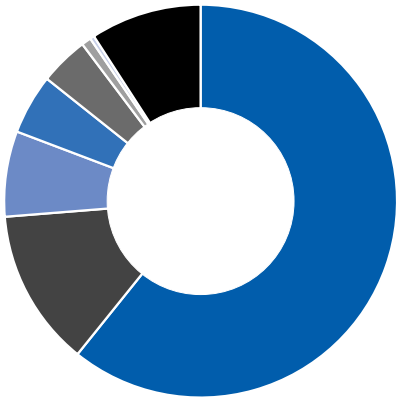


Note: The share prices for the period 31 March 2022 to 31 August 2022 have been adjusted for sub-division of shares and issue of bonus shares.

Distribution of Shareholding

Table 3 gives details about the pattern of shareholding across various categories as on 31 March 2023, while Table 4 gives the data according to size classes.

Table 3: Distribution of shareholding across categories



Category	% to capital
Promoter and Promoter Group	60.78
Resident Individuals	12.95
Foreign Institutional Investor/ Foreign Portfolio Investor	7.03
Bodies Corporates/NBFC	4.94
Mutual Funds/Financial Institutions/Banks	4.02
Non-Resident Individuals/ Foreign National	0.79
Alternate Investment Funds	0.35
Others	9.14
Total	**100.00**

Table 4: Distribution of shareholding according to size class as on 31 March 2023

Category	No. of Members	% to total Members	No. of shares held	% to total capital
1 - 1000	749,241	97.83	47,096,971	2.96
1001 - 5000	11,548	1.51	25,048,489	1.57
5001 - 10000	1,842	0.24	13,348,701	0.84
10001 - 100000	2,566	0.34	73,979,217	4.64
100001 - 500000	409	0.05	90,244,121	5.67
500001 - 1000000	85	0.01	60,401,108	3.79
1000001 and above	133	0.02	1,282,696,853	80.53
Total	**765,824**	**100.00**	**1,592,815,460**	**100.00**

Credit rating

The Company has neither issued any debt instruments nor undertaken any fixed deposit programme or any scheme or proposal involving mobilisation of funds in India or abroad. As such, there are no credit ratings to be disclosed under regulation 34 read with schedule V to SEBI Listing Regulations.

Shareholders' and investors' grievances

The Board of Directors of the Company have constituted a Stakeholders' Relationship Committee to specifically look into and resolve grievances of shareholders. The composition of the Committee and details on investor complaints received during the year are given in Corporate Governance Report.

Updation of PAN, KYC and Nomination: SEBI vide its circular dated 16 March 2023 (in supersession of circulars dated 3 November 2021 and 14 December 2021) has, *inter alia*, mandated furnishing of PAN, KYC details and nomination by holders of physical securities and also stated that any service request shall be entertained only upon registration of aforesaid details. The forms prescribed for these purposes are given below:

Forms	Purpose
ISR-1	Request for registering PAN, KYC details or changes/updation thereof
SH-13	Nomination Form
ISR-3	Declaration for opting out of Nomination
SH-14	Change in nomination

The aforesaid forms are available on Company's website under the 'Investors service request' drop down and can be accessed at https://www.bajajfinserv.in/finserv-shareholders-information-listing-on-stock-exchange

SEBI vide its aforesaid circular has extended the timelines for updating the said details from 31 March 2023 to 30 September 2023. The folio(s) wherein any one of the cited document/details are not updated on or after 1 October 2023, shall be frozen by the RTA. Such members will be permitted to lodge grievance or avail service request from the RTA, only after furnishing the KYC details. Further, the payment of dividend in respect of such frozen folio(s) will be made only through electronic mode with effect from 1 April 2024.

The frozen folio(s) will then be referred by RTA/Company to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002, if they continue to remain frozen as on 31 December 2025.

In view of the above, the Company has sent communication to members holding shares in physical form requesting them to update the required details and has also sent reminder letters to all those members who have not updated the aforesaid details.

Simplification of procedure of Transmission of securities: SEBI has notified SEBI (Listing Obligation and Disclosure Requirements) (Fourth Amendment) Regulation, 2022 on 25 April 2022, specifying the documents required in case of transmission of securities.

Further, in order to make the transmission process more efficient and investor-friendly, SEBI vide its circular dated 18 May 2022, has enhanced the monetary limits for simplified documentation for transmission of securities, allowed 'Legal Heirship Certificate or equivalent certificate' as one of the acceptable documents for transmission and provided clarification regarding acceptability of 'Will' as one of the valid documents for transmission of securities. The said circular also specifies the formats of various documents which are required to be furnished for the processing of transmission of securities.

The circular also lays down operational guidelines for processing investor's service request for the purpose of transmission of securities. The procedure provided in this circular is duly followed by the Company's RTA while processing transmission service request.

Simplification of procedure for issuance of duplicate share certificates: SEBI vide its circular dated 25 May 2022, has standardised the documents to be submitted for processing of service request for issue of duplicate share certificate and also laid down operational guidelines for the same.

Further, the said circular mandates listed company to take special contingency policy from an insurance company towards the risk arising out of the requirements relating to issuance of duplicate securities in order to safeguard and protect the interest of the listed company. The Company and RTA is in compliance with said circular.

Investor grievances redressal mechanism: SEBI vide its Master circular dated 7 November 2022, has mandated the investor to first take up the grievances with the company concerned for redressal and the same will be treated as "Direct Complaint". A timeline of 30 days has been provided to the company for resolution. Failing which, the complaint shall be registered on SCORES. Thereafter, SEBI shall take it up with the concerned company for resolution.

The circular also provides for handling complaints by the stock exchanges as well as the standard operating procedure for actions to be taken against listed companies for failure to redress investor grievances. The Company takes adequate steps for expeditious redressal of investors' complaints.

Issue of shares only in dematerialised form: In line with requirements of SEBI circular dated 25 January 2022, the RTA issues 'Letter of Confirmation' in lieu of physical share certificates to shareholders while processing various service requests during the year such as issue of duplicate share certificates, claim from unclaimed suspense account, transmission, transposition etc

Investor charter: In compliance with SEBI circular dated 26 November 2021, KFin has hosted the Investor Charter containing developed an Investor Charter for RTAs, *inter alia*, containing the services provided to Investors, Rights of Investors, various activities of RTAs with timelines, Do's and Don'ts for Investors, etc. on its website and has also displayed the same at prominent places in their offices, etc.

Further, KFin, also hosts the data on complaints as per the prescribed format on its website. Being registered RTA, KFin has confirmed compliances with aforesaid circular, to the extent applicable.

Demat suspense account for unclaimed shares

In terms of the provisions of the SEBI Listing Regulations, the Company has a demat account titled 'Bajaj Finserv Ltd. – Unclaimed Suspense Account' with HDFC Bank Ltd., Pune, to which unclaimed shares were transferred.

Status of Unclaimed Suspense Account as on 31 March 2023 is given below:

Sr No.	Particulars	No. of holders	No. of shares
1	At the beginning of the year	1	7
2	Transferred to IEPF	-	-
3	Claimed during the year	-	-
4	At the end of the year (4=1-2-3)	1	70*

* Adjusted for sub-division of shares and issue of bonus shares.

The Company, acting as a trustee in respect of the unclaimed shares, follows the modalities for the operation of the said account in the manner set out in regulation 39(4) of the SEBI Listing Regulations.

The shares lying in the aforesaid account will be transferred to the concerned member on lodging of the claim and after proper verification. Till such time, the voting rights on these shares will remain frozen.

Certifications obtained from Practising Company Secretary

The Company has obtained following certifications by the Practising Company Secretary for share related matters, as per details given below:

Regulation	Frequency	Certification requirement
Regulation 40(9) of the SEBI Listing Regulations	Annually	Compliance with the stipulated timelines of lodgement of transmission, sub-division, consolidation, renewal, exchange, or endorsement of calls/allotment monies by the Company.
Regulation 76 of SEBI (Depositories and Participants) Regulations, 2018	Quarterly	Reconciliation of the total issued capital, listed capital and capital held by Depositories in dematerialised form, the details of changes in share capital during the quarter and the in-principle approval obtained by the issuer from all the stock exchanges where it is listed in respect of such further issued capital.

Live webcast of AGM

Pursuant to regulation 44(6) of the SEBI Listing Regulations, top 100 listed entities shall, provide one-way live webcast of the proceedings of their AGM. Accordingly, the Company has entered into an arrangement with KFin to facilitate live webcast of the proceedings of the ensuing AGM scheduled on 27 July 2023.

Members who are entitled to participate in the AGM can view the proceedings of AGM by logging on the website of KFin at https://emeetings.kfintech.com/ using secure login credentials provided for e-voting.

Pursuant to MCA Circulars, the Company will also provide two-way video conferencing facility to the members for participating in the 16th AGM. The modalities for participation in the AGM are spelt out in the Notice of AGM.

Outstanding convertible instruments/ ADRs/ GDRs/ Warrants

The Company does not have any outstanding convertible instruments/ ADRs/ GDRs/ Warrants as on date.

Commodity price/foreign exchange risk and hedging activities

The Company, being a financial services company, is not directly exposed to commodity price/foreign exchange risk and hedging activities. Hence, no disclosure is required under regulation 34 of Schedule V of the SEBI Listing Regulations.

Plant Location

Bajaj Finserv Ltd. does not have any manufacturing plant.

Address for Correspondence

Sr. No.	Particulars	Address	Purpose	Contact details
1	Company	Corporate Office Extn. Secretarial Department 3rd Floor, Panchshil Tech Park, Viman Nagar, Pune – 411 014	General correspondence	Tel No.: (020) 7157 6064 E-mail ID: investors@bajajfinserv.in Website: https://www.bajajfinserv.in/corporate-bajaj-finserv
2	RTA	KFin Technologies Ltd. Unit: Bajaj Finserv Ltd. Selenium Building, Tower-B, Plot No. 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddy, Telangana - 500 032	Equity related matters TDS related queries or documents for shareholders	Toll Free No.: 1800 309 4001 E-mail ID: einward.ris@kfintech.com KFin Corporate Website: https://www.kfintech.com/ KFin RTA Website: https://ris.kfintech.com KPRISM (Mobile Application): https://kprism.kfintech.com/signin.aspx WhatsApp number: (91) 910 009 4099

Investor Support Centre

Members may utilise the facility extended by the KFin for raising queries pertaining to dividend, KYC updation, interest/redemption, etc. by visiting https://ris.kfintech.com/clientservices/isc/

Weblinks of few important circulars referred in this report are given below:

Sr. No.	Date of circular	Particulars
1	26 November 2021	SEBI | Publishing Investor Charter and Disclosure of complaints by Registrar and Share Transfer Agent on their websites
2	25 January 2022	SEBI | Issuance of Securities in dematerialised form in case of Investor Service Requests
3	18 May 2022	SEBI | Simplification of procedure and standardization of formats of documents for transmission of securities pursuant to amendments to the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015
4	25 May 2022	SEBI | Simplification of procedure and standardisation of formats of documents for issuance of duplicate securities certificates
5	7 November 2022	SEBI | Master Circular on the redressal of investor grievances through the SEBI Complaints Redress System (SCORES) platform
6	16 March 2023	SEBI | Common and simplified norms for processing investor's service requests by RTAs and norms for furnishing PAN, KYC details and Nomination