

## Regulatory Disclosures

### 1. DP Registration Number:

SEBI DP Registration Number of HDFC Bank is **IN-DP-491-2020**

### 2. Registered Address of Head Office and Branches:

#### Head Office:

HDFC Bank Limited  
Bank House, Shivsagar Estate  
Dr. Annie Besant Road, Worli  
Mumbai – 400018

For Address of branches, you may click on the below link:

<https://near-me.hdfcbank.com/branch-atm-locator/>

### 3. Names and Contact details of Key Managerial Personnel:

Names and Contact details of the Key Managerial Personnel is available at the link below:

<https://www.hdfcbank.com/personal/about-us/investor-relations/disclosures-under-regulation-46-of-the-lodr/authorized-key-managerial-personnel>

Contact details of Compliance Officer is available as below:

Details of	Contact Person	Address	Email ID
Compliance Officer	Mr. Paresh Soni	HDFC Bank Ltd. Trade World “A” Wing, 2nd Floor, Kamala Mills, Senapati Bapat Marg, Lower Parel, Mumbai – 400013	<a href="mailto:paresh.soni@hdfcbank.com">paresh.soni@hdfcbank.com</a>

### 4. Process for Account Opening:

Process for Demat account opening is available at the link below:

<https://www.hdfcbank.com/personal/invest/demat/open-demat-account>

### 5. Process for Filing a Complaint:

You can write an email on [dphelp@hdfcbank.com](mailto:dphelp@hdfcbank.com) for any Grievances / Complaints or call us at 1800 266 4060

You can raise a grievance on SEBI’s SCORES portal as well.

The Procedure for filing complaints on SEBI Complaint Redress System (SCORES) is a follows:

- Register on SCORES portal (<https://scores.sebi.gov.in>)
- Mandatory details for filing complaints on scores:  
Name, PAN, Address, Mobile Number, E-mail ID.

In case of non-satisfactory grievance resolution, you can raise a grievance on SEBI’s Online Dispute Resolution Portal (ODR) by first registering yourself on the portal and providing your details. Initial grievance reference number is required to submit the grievance on ODR.

#### Link for SEBI’s ODR portal is below:

<https://smartodr.in/investor/login>

In case your grievance pertains to market manipulation/fraudulent activities in the market or against Depository Participants, you may write to [report-mktmanipulation@nsdl.com](mailto:report-mktmanipulation@nsdl.com)

Please give us up to 10 working days to resolve your complaint or query.

### 6. Designated Email ID:

The email ID: [dphelp@hdfcbank.com](mailto:dphelp@hdfcbank.com) is available exclusively for addressing Complaints / Grievances.

For the benefit of Demat customers an email ID: '[infodp@hdfcbank.com](mailto:infodp@hdfcbank.com)' has also been made available for the purpose of addressing Queries, Feedback, Information, Suggestions etc.

#### 7. Process for Finding Out the Status of a Complaint:

Please write on [dphelp@hdfcbank.com](mailto:dphelp@hdfcbank.com) with the complaint number to know the status of the complaint raised.

If complaint is logged on the SEBI SCORES Portal, click on the link below to check the status:

<https://scores.sebi.gov.in>

Please give us up to 10 working days to resolve your complaint or query.

#### 8. Details of Authorized Personnel:

Details of Authorized Personnel is available in the Escalation Matrix available for Demat accounts at the link below:

<https://www.hdfcbank.com/content/bbp/repositories/723fb80a-2dde-42a3-9793-7ae1be57c87f/?path=/Footer/Need%20Help/contact%20us/Escalation-Matrix-for-Demat-Ac.pdf>

List of State-wise Nodal Officers of HDFC Bank is available at the link below:

<https://www.hdfcbank.com/personal/need-help/contact-us/write-to-us>

#### 9. Restricting Trading by Designated Persons (“DPS”)

1. In accordance with the Prohibition of Insider Trading regulations, SEBI has introduced trading restrictions for Demat Account where the sole or either of the account holder is the designated person.
2. The specific ISIN of listed companies in the Demat accounts of the designated person would be Frozen for both i.e. Debit and Credit at BO-ISIN level by the Depositories i.e. NSDL & CDSL centrally.
3. Freeze reason for said ISIN would be “Trading Window Closure Period”.
4. Such a Freeze on the accounts of Designated Persons would be removed by the Depositories post the specified Trading Window Closure period.

#### 10. Holding of AIF units and Securities of Unlisted Corporates in Demat account

As per regulatory guidelines, it has been made mandatory that the Alternative Investment Funds (AIFs) and Securities of Unlisted Corporates should be held in Demat mode only.

For off-market transfer of AIF Units to and from Escrow account maintained by the AIF Fund Managers, the reason code to be used is **29- Deposit of securities with Escrow agent and its return.**

##### **Restricted Transferability:**

With reference to SEBI Circular no. SEBI/HO/AFD/PoD1/CIR/2023/96 regarding Alternative Investment Funds (AIFs) and NSDL & CDSL Circulars regarding Operational guidelines for processing off-market transfer request of Sovereign Gold Bonds (SGB).

Initially, ISINs of AIF units were marked as “Restricted for Transfer” wherein for any off-market transfer processing, approval was sought from the AIF Issuer for both Inter and Intra Depository. As per the circulars released by the Depositories, now ISIN of existing SGB would also be marked for “Restricted Transferability”.