

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

## **Operational Guideline for Cash & Stock Settlement**

### **1. Investor:**

The Issuer Company will provide an 'Application Form' (Form-1) to the Investor. This form must be filled out by the Investor with the necessary information. Based on the claim's type, the Investor will fill in the relevant details. The Investor may give a folio number/share certificate if he or she does not have a 16-digit BO ID. Please note that the Investor is also known as a Claimant, Shareholder, or Securities Holder. The information required is as follows:

#### **1.1 Required documents of Cash Claim:**

In case of a **Shareholder** claiming for his/her own dividend, the required documents are:

1. Application to the Issuer Company
2. Updated BO Setup / Folio Number / Share Certificate
3. Bank Cheque Leaf [MICR]
4. Signature Verification as per CDBL by the Issuer Company.
5. NID Photocopy of the Shareholder

In the case of an **Authorized Person** claiming dividend, the required documents are:

1. Application to the Issuer Company
2. Updated BO Setup / Folio Number / Share Certificate
3. Bank Cheque Leaf [MICR]
4. Signature verification from CDBL
5. NID Photocopy of the shareholder
6. Duly Signed Authorization Letter
7. NID Photocopy of the Authorized Person

In the case of **Power of Attorney** (Non-Resident Bangladeshi), the required documents are:

1. Application to the Issuer Company
2. Updated BO Setup / Folio Number / Share Certificate
3. Bank Cheque Leaf [MICR]
4. Signature Verification from CDBL
5. NID Photocopy of the Shareholder
6. Duly signed Power of Attorney Letter
7. NID Photocopy of the person holding the Power of Attorney.

In the case of **Successor/Nominee (Death case)**, the required documents are:

1. Application to the Issuer Company
2. Updated BO Setup / Folio Number / Share Certificate
3. NID Photocopy of the Shareholder
4. Death Certificate in Original
5. Application of Successor/Nominee
6. Photocopy of Succession Certificate (To whom issue the Dividend Warrant)
7. Bank Cheque Leaf [MICR]
8. NID Photocopy of the Successor

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

## **1.2 Required documents of Stock Claim:**

In case of a **Shareholder** claiming for his/her own dividend, the required documents are:

1. Application to the Issuer Company
2. Updated BO Acknowledgement / Folio Number / Share Certificate
3. Signature verification as per CDBL Record by the Issuer Company.
4. NID Photocopy of the Shareholder

In the case of an **Authorized Person** claiming dividend, the required documents are:

1. Application to the Issuer Company
2. Updated BO Acknowledgement / Folio Number / Share Certificate
3. Signature Verification as per CDBL Record
4. NID Photocopy of the Shareholder
5. Duly Signed Authorization Letter
6. NID Photocopy of the Authorized Person

In the case of **Power of Attorney** (for example, a Non-Resident Bangladeshi), the required documents are:

1. Application to the Issuer Company
2. Updated BO Acknowledgement / Folio Number / Share Certificate
3. Signature Verification from CDBL Record
4. NID Photocopy of the Shareholder
5. Duly signed **Power of Attorney** Letter
6. NID Photocopy of the Authorized Person

In the case of **Successor/Nominee** (Death case), the required documents are:

1. Application to the Issuer Company
2. Updated BO Acknowledgement / Folio Number / Share Certificate
3. NID Photocopy of the Shareholder
4. Death Certificate in Original
5. Application of Successor/Nominee
6. Photocopy of Succession Certificate (To whom issue the Dividend Warrant)
7. NID Photocopy of the Successor

**AS PER RULE 9 of Bangladesh Securities and Exchange Commission (Capital Market Stabilization Fund) Rule, 2021**, the form along with the attachments must be submitted to the Issuer Company.

**It is to be mentioned that in case of stock transfer to the BO account of the Investor, the Investor (also known as Claimant) will pay the stock transfer fee. This fee for transferring stock is charged by the Central Depository Bangladesh Limited (CDBL) which is 0.05 percent of the Market Price. Here, CMSF is the custodian and does not charge any kind of fee for the operation and settlement. The charged amount will be paid to the CDBL through CMSF.**

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

**Application for Unpaid Dividend (Form-1)**

Date:

The Company Secretary

Company Name: .....

Address: .....

Dear Sir/Madam,

I/We ..... Shareholder(s) of the company request you to pay my/our unpaid dividend for the period mentioned below.

Type of Claim	Self / Authorized / Nominee / Succession
BO ID/ Folio*	
Number of Shares/Amount	
Email (As per CDBL records)	
Mobile Number (As per CDBL records) *	
National Identification Number (NID)*	
Bank account Number (As per CDBL records) *	
Name of the Bank*	
Branch Name*	
Routing Number*	
Bank Account Beneficiary Name*	
Year of unpaid dividend with details*	
Warrant Number (If any)	
Nominee (If any)	
Authorized Person (If any)	
Succession Certificate (If any)	

Yours faithfully,

Signature of the Shareholder(s) (As per NID)

Address:

Notes:

- (\* ) must be filled
- Shareholder must enclose NID photocopy and relevant documents being proofs of BO ID, Number of shares, and Bank Information.
- The payment of dividends shall be subject to verification.

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** [info@cmsfbd.org](mailto:info@cmsfbd.org), [claim@cmsfbd.org](mailto:claim@cmsfbd.org)

## **2. Issuer Company:**

The Issuer Company will receive the duly completed claim form and send a copy to CMSF's email address ([claim@cmsfbd.org](mailto:claim@cmsfbd.org)) immediately. The Issuer Company shall then examine the Investor's details to ensure that the Investor is a genuine shareholder and also cross-check the information associated with the given BO ID / Folio No. to verify the claim. Then, the Issuer Company shall send a prescribed forwarding letter along with the claim application, BO Setup/Acknowledgment, and all attachments received from the Investor. **Note that, according to CMSF Rules, 2021, the Issuer Company is required to send verified application details (hard copy) to CMSF within 15 (fifteen) days. If the Investor owns a Folio number/share certificate (not having BO ID, hence the Issuer Company is not able to provide BO setup), the Issuer Company must verify the Folio number/share certificate.**

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

**Suggested Forwarding Letter of Issuer Company (Form-2)**

Reference:

Date:

Chief of Operation  
 Capital Market Stabilization Fund  
**Temporary Office:** 5th Floor, 9/G, Motijheel C/A,  
 Dhaka 1000

**Subject: Request to pay unclaimed Cash/Stock Dividend from Capital Market Stabilization Fund (CMSF)**

Dear Sir,

We refer to the “Clause no. 10(1) Claims Settlement Procedures” of the Capital Market Stabilization Fund (CMSF) Rules, 2021 dated 01 June 2021, the Investor/Shareholder/Claimant, who is required to pay off his/her unclaimed Cash/Stock Dividend to his/her respective bank account from Capital Market Stabilization Fund (CMSF) is listed with details. We have properly verified the details and found them correct and herewith are furnishing for your kind perusal -

Serial No:	BO ID/ Folio ID:	Investor's Name:	Bank Details					Year of Dividend	Amount of Dividend (BDT)	Fraction Dividend (BDT)	Tax (BDT)	Net Dividend (BDT)
			A/C	A/C Name	Bank	Branch	Routing No					
<b>Total</b>												

Thanking you in advance for your effort to pay the said unclaimed Cash Dividend to our respective shareholder(s).

Sincerely yours,

.....  
 .....

Enclosure:

1. Investors' Application
2. Required attachments of Investor (NID, BO ID, Bank details)

A/C: Account No  
 A/C name: Account name  
 B.N: Bank name  
 R.N: Routing No

N.B: The Issuer Company is specially requested to exercise due diligence in completing this letter.

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

### **3. Scrutiny of Claim Application:**

The Issuer Company will submit claims to the CMSF. After due verification, CMSF shall validate it and proceed with the settlement. The settlement has to be done within **15 (fifteen) working days**.

During the 15 (fifteen) working days, CMSF shall receive a Claim Application in 1 (one) working day, scrutinize the claim application in 2 (two) working days, verify Share (BO ID) or Bank Account Deposit in 1 (one) working day, approval process shall be done in 7 (seven) working days and the Final Disbursement & Settlement shall be completed in 4 (four) working days.

**As per BSEC(CMSF) Rules, 2021, Chapter 4, Rule- (10)**, within 15 (fifteen) days of receiving such claims, the Issuer Company shall provide detailed information with proper verification of the claim and will send a forwarding letter to CMSF. After receiving that application, CMSF will scrutinize the claim.

After receiving the Investors' application from the Issuer Company, CMSF will examine and verify all information, including the Claim Application (Form-3). The Name, NID, BO information, and Bank Details of CDBL Records will be examined by CMSF. The dividend information provided by the Issuer Company will be reviewed by CMSF (Year of dividend, Amount of dividend, Tax deducted at source, Net amount of dividend). If any inconsistencies are identified, CMSF will send a query to the Issuer Company. When the response is received, CMSF will check the share or cash deposit details on its related accounts.

The comprehensive details of stock/right/bonus share, cash dividend, or public subscription money received from the Issuer Company will be cross-matched and verified by CMSF. After verification, the ICSD of CMSF will scrutinize the claim and attach the scrutinized form to each application within 8 (eight) working days. The Head of ICSD will add a comment and sign on the form. After completing the verification, CMSF will write a letter and submit it to the Operation Management Committee (OMC) through the COO for approval.

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

**Scrutiny of Claim Application**

ICSD Application ID:

SL.	Title	Is it verified and found in order		Comments
1	Name & NID Validation	Yes	No	
2	BO / Folio ID / Paper Certificate Validation	Yes	No	
3	Issuer Company Data Validation	Yes	No	
4	CMSF BO or Bank Deposit Validation	Yes	No	
5	Investors Bank Details Validation	Yes	No	
6	Nominee information Validation	Yes	No	

In some specific cases, the following items will have to be additionally verified

7	Authorized Person Validation	Yes	No	
8	Succession Certificate Validation	Yes	No	
9	Duplicate Application Validation	Yes	No	

Certification and signature by the Head of ICSD

DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** [info@cmsfbd.org](mailto:info@cmsfbd.org), [claim@cmsfbd.org](mailto:claim@cmsfbd.org)

#### **4. Recommendation for Approval of Operation Management Committee (OMC):**

After the Claim Application Scrutiny, the Head of the Investors' Claim Settlement Department (ICSD) will present the claim(s) in a Letter of Recommendation to the Operation Management Committee (OMC) through the COO in the prescribed form (**Form-4**).

The OMC may approve the claim(s) for settlement after examining the report. **Claims that have been approved by OMC will be presented to CMSF's Board of Governors (BOG) for final approval.** Based on BOG approval, an Approval Note will be forwarded to the CMSF Accounts Department or DP of CMSF BO for settlement. Attachment for Recommendation Letter (Form-4), is attached on page 9 of 9



DCCI Building (3<sup>rd</sup> Floor), 65-66 Motijheel C/A, Dhaka – 1000  
**Temporary Address:** 5<sup>th</sup> Floor, 9/G, Motijheel C/A, Dhaka – 1000  
**Cell:** +880 1743 059 940, **E-mail:** info@cmsfbd.org, claim@cmsfbd.org

**Letter of Recommendation (Form-4)**

Date: \_\_\_\_\_

As per Bangladesh Securities and Exchange Commission (Capital Market Stabilization Fund), 2021 rules, the Capital Market Stabilization Fund (CMSF) has received the claims stated below. Upon detailed analysis and verification of the claims, the office has validated the mentioned claims and has recommended to the Operation Management Committee (OMC) for approval. The proposed settlement document contains \_\_ claims of \_\_\_\_ Investors/Shareholders/Claimants of \_\_ Issuer Company/Companies. The claims summed up to an amount of cash (BDT) / share\_\_\_\_ (In words:)

SL.	Name of Issuer Company	No. of Investor	Total No. of Claim	Total Amount (BDT)
1.				
2.				
<b>Total:</b>				
<b>In Words: (BDT)</b>				

**Individual Details:**

Serial No	Name of the Claimant	Issuer Company	Bank Name / DP Name	Branch Name	Routing	Account No/ BO Account	Amount (BDT) / No of Share	Remarks
1.								
2.								
<b>Total:</b>								
<b>In Words: (BDT)</b>								

\_\_\_\_\_  
 Head of Department  
 Investor's Claim Settlement Department (ICSD)  
 Capital Market Stabilization Fund (CMSF)