

Value Added Services (VAS) offered to Customers

(A) Secure-Server:

DSRC maintains a **Secure Server** and have accorded remote access to our customers. Using the User ID and PW provided, they can login 24/7 and view the following:

- a) The Benpos is updated soon after receipt from NSDL/CDSL (every Saturday) into DSRC's Share Management System (SMS). Customers will be able to query/view all the transactions and reports simultaneously just like DSRC.
- b) Customers will be given access to Investor data, like Master Data, Dividend/Bonus data (paid/unpaid), etc, with various search functionalities. This will enable Customers to access current investor data seamlessly.
- c) Customers can view/print the following reports from their end remotely.

Weekly/Monthly/Quarterly/Yearly Reports (upto 5 Years)

- Beneficial File Position (Benpos) Report.
- Buy/Sell Transactions
- Shareholding Pattern
- Regulations 31 & 76 of SEBI
- Agenda Reports

Search Top Ten Shareholders:

- By NRI shareholders
- By MFs
- By FIIs
- By Promoters
- By Central Government
- By General Public

Miscellaneous Reports:

- Secretarial Audit Report from Practicing CS (Annual)
- System (CISA) Audit Report (Annual)
- Depositories (NSDL/CDSL) Inspection Report
- RoM Data
- Any other reports required by the Company.

The above, we believe, will promote transparency and instant sharing of investor data and Reports.

(B) Insider Trading Information:

Our Customers will be alerted instantly by an automated email about insider trading, whenever a transaction takes place before a few days (as decided by the Customer) of declaration of dividend / bonus activities. However, this can be done only when we receive the weekly Benpos from CDSL/NSDL on Saturdays or whenever a special Benpos is received.

(C) Online Portal:

An Online Portal has been created by DSRC in its website for the shareholders to register their complaints / enquiry, download the forms needed for various services like KYC Updation, Issue of Duplicate, Transmission etc and to view their Unpaid dividends / IEPF details. For more information, please visit <https://dsrc.com/bpm/>, select the Company DSRCTEST Limited, type Folio Number as DS00001 and Name as DSRC LTD.

(D) Automation of Email communication with Investors:

- a) Many of the email replies to investors were already automated using our Mail Management System.
- b) As for Dividend related replies, eg. Non-receipt of Dividend, clarification on Tax deductions, etc, we have pre-assigned letter templates.

After automatically creating the reply email to the investor at the touch of a button, the replies are reviewed before dispatching to the investor.

(E) Scanning of Documents:

Each and every hard-copy received from investors like, complaint letter, change of address, share certificates, etc are scanned and uploaded in the system. These input documents are accessed online by the investor-coordinators and account managers of DSRC and replied to the investors. All the history of the correspondence is made available in the system. The investor-coordinators and Account Managers can access correspondence received from investors years back too, without moving from their desks.

(F) File Transfer Protocol (FTP)

DSRC maintains a secure File Transfer Protocol (FTP) and have accorded remote access to all the customers. Using the User ID and PW provided, they can login into this FTP 24/7 and download/upload files exceeding 5MB. This will prevent blockage of emails from both sides.