

## **Information to Investors for various queries**

- **Investor has received the cheque payment on depositor's name. But depositor has expired.**

**Reply:** Please return the Cheque along with the KYC Documents – i.e. Identification Proofs, Pan Card Copy/s, Driving License, Passport Copy, Bank Cancelled Cheque- of Nominee or Legal Heir or Successor. Send the documents to Karvy, Hyderabad for verification and re-initiating the amount through NEFT or Electronic Mode.

- **Investor has received the cheque. But investor & nominee both have expired.**

**Reply:** In the event of death of the both the depositor/s and Nominee the Legal Heir(s) or Successor can claim the amount by submitting the Death Certificates of Investor's and Nominee. If the cheque amount is Rs.20,000/- or less Legal Heir Certificate from the Competent Authority and No Objection Certificate from other Legal Heirs should be sent to Karvy, Hyderabad. If the cheque amount is Rs.20,000/- and above, Submitting the Succession Certificate is mandatory. Legal Heir or Successor should submit the KYC Documents – i.e. Identification Proofs, Pan Card Copy/s, Driving License, Passport Copy, Bank Cancelled Cheque to Karvy, Hyderabad.

- **Name Change - Depositor is alive but name as per cheque is not matching due to marriage/ surname change in due course of time.**

**Reply:** Investor should return the Cheque along with the Name Change Document/s (Paper Notification or Gazette) and KYC Documents – i.e. Identification Proofs, Pan Card Copy/s, Driving License, Passport Copy / Bank Cancelled Cheque / Marriage Registration Certificate / Study Certificate to Karvy, Hyderabad.

- **Name mismatch as per our record on the cheque and investor's bank account due to spelling mistakes.**

**Reply:** Investor should return the Cheque along with the KYC Documents – i.e. Identification Proofs, Pan Card Copy/s, Driving License, Passport Copy / Bank Cancelled Cheque to Karvy, Hyderabad. Proofs of Old Name and New Name should be submitted. (Marriage Certificate / Study Certificate / Ration Card Copy / Aadhar Card Copy / Family Certificate to be submitted to Karvy, Hyderabad.

- **Cheque has not been delivered due to investor's address change.**

**Reply:** Investors can send a Letter along with the KYC Documents - i.e. GFIL / GPL Investment Certificate Xerox Copy, Identification Proofs, Pan Card Copy/s, Driving License, Passport Copy / Bank Cancelled Cheque to Karvy, Hyderabad.

Investors can check the committee's website <http://www.goldenforestcommittee.com> for latest updates on Supreme Court judgements and disbursement of amount to claimants.

Further, Investors are requested to send their queries to [gfil.payment@karvy.com](mailto:gfil.payment@karvy.com) so that our dedicated email correspondence team will reply to your queries on priority.

Toll Free Number – 1800 599 4895 (Working Hours 10.00 am to 5.00 pm from Monday to Saturday)

Address to which the documents to be sent:

**Karvy Fintech Private Limited**  
Unit: Golden Forest India Limited  
Karvy Selenium Tower B, Plot Nos. 31 & 32 | Financial District  
Nanakramguda | Serilingampally Mandal | Hyderabad - 500032 | India