

Instructions and Guidelines for the Shareholder Portal

The Shareholder Portal can be accessed at <https://ir-pan-info.infosys.com/>. Some of the important information about this portal and its related features are given below.

1. What is the usage of this Portal?

Answer: This Portal is aimed for submission of tax forms, tax documents and tax declarations applicable in relation to Tax Deduction at Source (TDS) / Withholding of Taxes (WHT) on payment of dividend to Resident and Non-resident shareholders.

2. Who can use this Portal?

Answer: Any shareholder of Infosys Limited as on the record date for payment of dividend can register and login to this portal

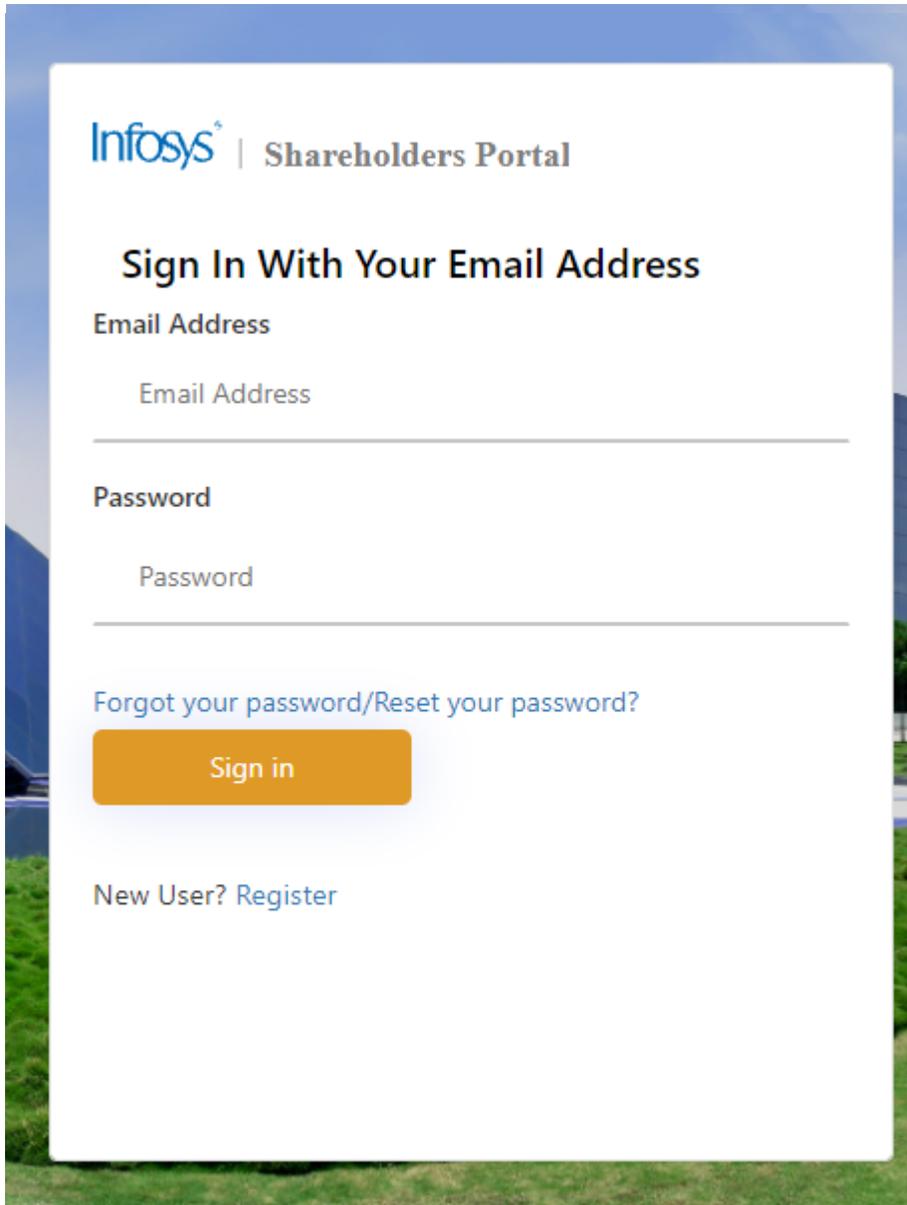
3. Where can the portal be accessed?

Answer: Portal can be accessed by clicking into the below hyperlink

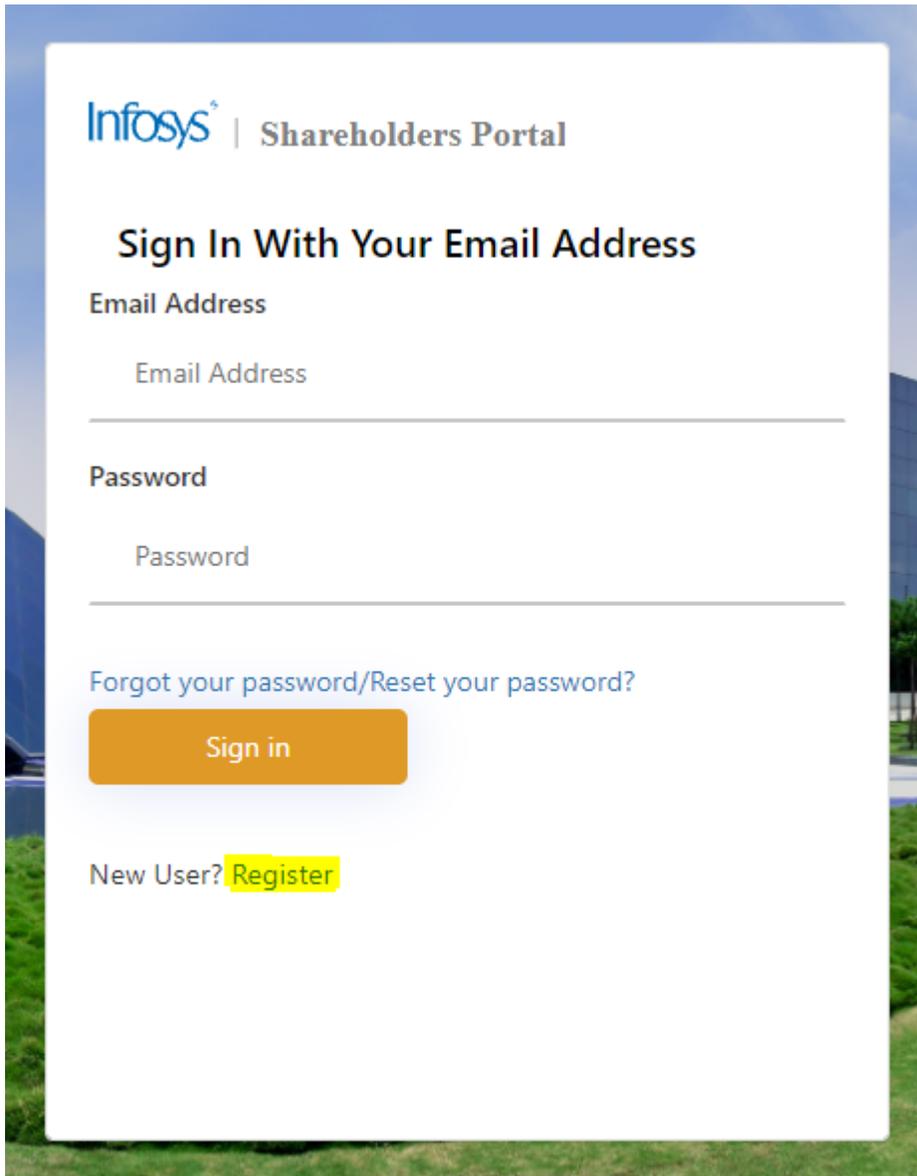
<https://ir-pan-info.infosys.com/>

4. How to register or login in Portal?

Answer: The login page will open as shown in the below image:



First time user has to first register into the portal. For registering, click on “Register”



Infosys | Shareholders Portal

Sign In With Your Email Address

Email Address

Email Address

Password

Password

[Forgot your password/Reset your password?](#)

[Sign in](#)

New User? [Register](#)

After clicking on “Register”, a new window will open for registration. For making registration, please enter - Permanent Account number (PAN) and DP ID & Client/Folio ID.

Register

PAN DP ID & Client/Folio ID ⓘ

50E Cui ↻ Enter Captcha

VERIFY

Members with NSDL account: 8-character DP ID followed by 8-digit client ID. (For example, if your DP ID is IN300*** and Client ID is 12*****, then IN300***12*****)

Members with CSDL account: 16-digit Beneficiary ID. (For example, if your Beneficiary ID is 12***** , then 12*****)

Members with Physical folio: ITL + Folio Number registered with the company. (For example, if your folio number is 0*****, then ITL0*****)

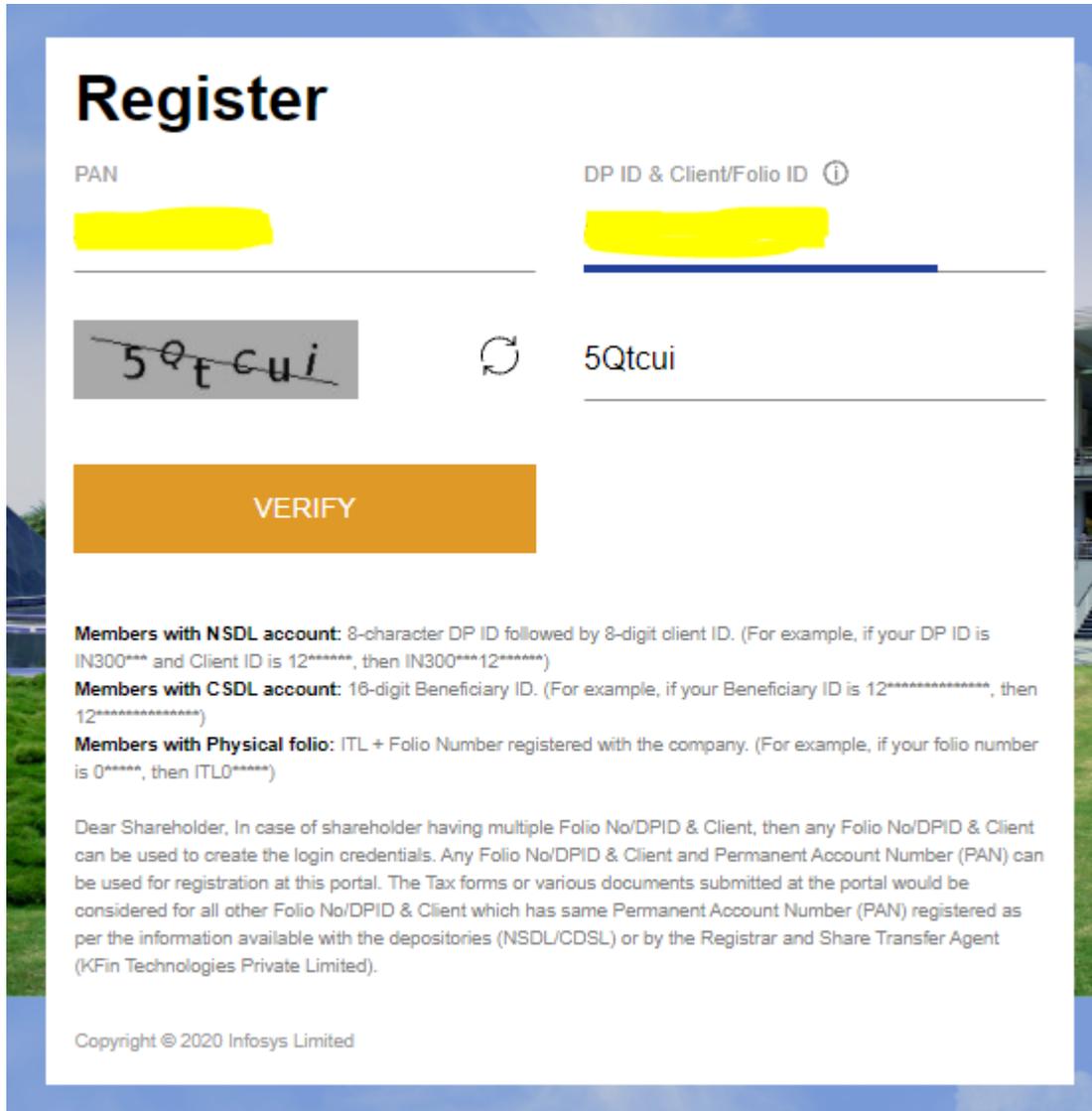
Dear Shareholder, In case of shareholder having multiple Folio No/DPID & Client, then any Folio No/DPID & Client can be used to create the login credentials. Any Folio No/DPID & Client and Permanent Account Number (PAN) can be used for registration at this portal. The Tax forms or various documents submitted at the portal would be considered for all other Folio No/DPID & Client which has same Permanent Account Number (PAN) registered as per the information available with the depositories (NSDL/CDSL) or by the Registrar and Share Transfer Agent (KFin Technologies Private Limited).

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Notes:

- a) PAN is Permanent Account Number allotted by the Income Tax Department.
- b) Kindly note of the below while filling “**DP ID & Client/Folio ID**” at the time of registration.
 - (i) Shares held in Physical mode - Folio No. (Eg: ITL000000)
 - (ii) Shares held in Dematerialized Mode
 - NSDL - 8-digit DP ID and 8-digit client ID (Eg: IN3000001000000)
 - CDSL - 16-digit Beneficiary ID (Eg: 1200000000002000)

Once, “PAN” and “DP ID & Client/Folio ID” are filled, enter the **Captcha** as shown therein and then click on “**VERIFY**”



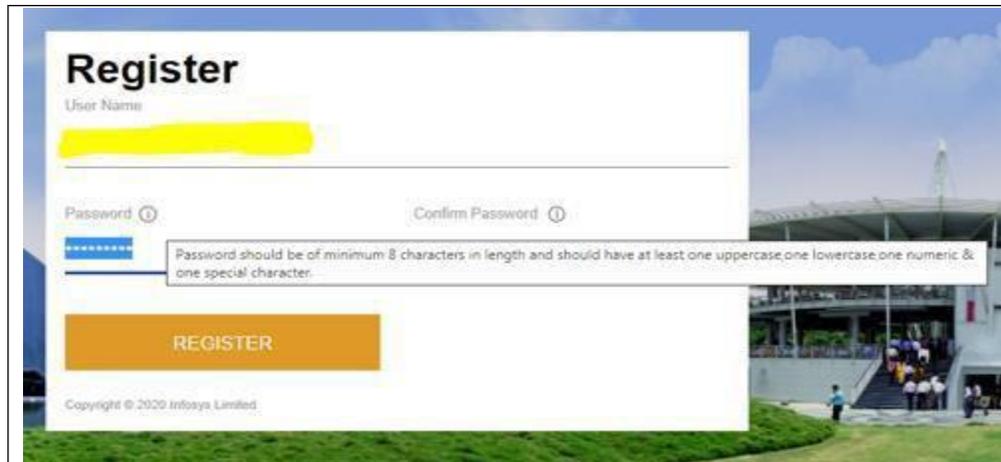
The screenshot shows a registration form with the following fields and elements:

- Register** (Section Header)
- PAN** (Label) with a yellowed-out input field.
- DP ID & Client/Folio ID** (Label) with a yellowed-out input field and an information icon.
- Captcha** (Image) showing the text "5Qtcui" with a refresh button.
- 5Qtcui** (Text) entered into the captcha input field.
- VERIFY** (Button)
- Members with NSDL account:** 8-character DP ID followed by 8-digit client ID. (For example, if your DP ID is IN300*** and Client ID is 12*****, then IN300***12*****)
- Members with CSDL account:** 16-digit Beneficiary ID. (For example, if your Beneficiary ID is 12*****, then 12*****)
- Members with Physical folio:** ITL + Folio Number registered with the company. (For example, if your folio number is 0*****, then ITL0*****)
- Dear Shareholder, In case of shareholder having multiple Folio No/DPID & Client, then any Folio No/DPID & Client can be used to create the login credentials. Any Folio No/DPID & Client and Permanent Account Number (PAN) can be used for registration at this portal. The Tax forms or various documents submitted at the portal would be considered for all other Folio No/DPID & Client which has same Permanent Account Number (PAN) registered as per the information available with the depositories (NSDL/CDSL) or by the Registrar and Share Transfer Agent (KFin Technologies Private Limited).
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After clicking onto “VERIFY”, Shareholder shall enter “Username” and password.

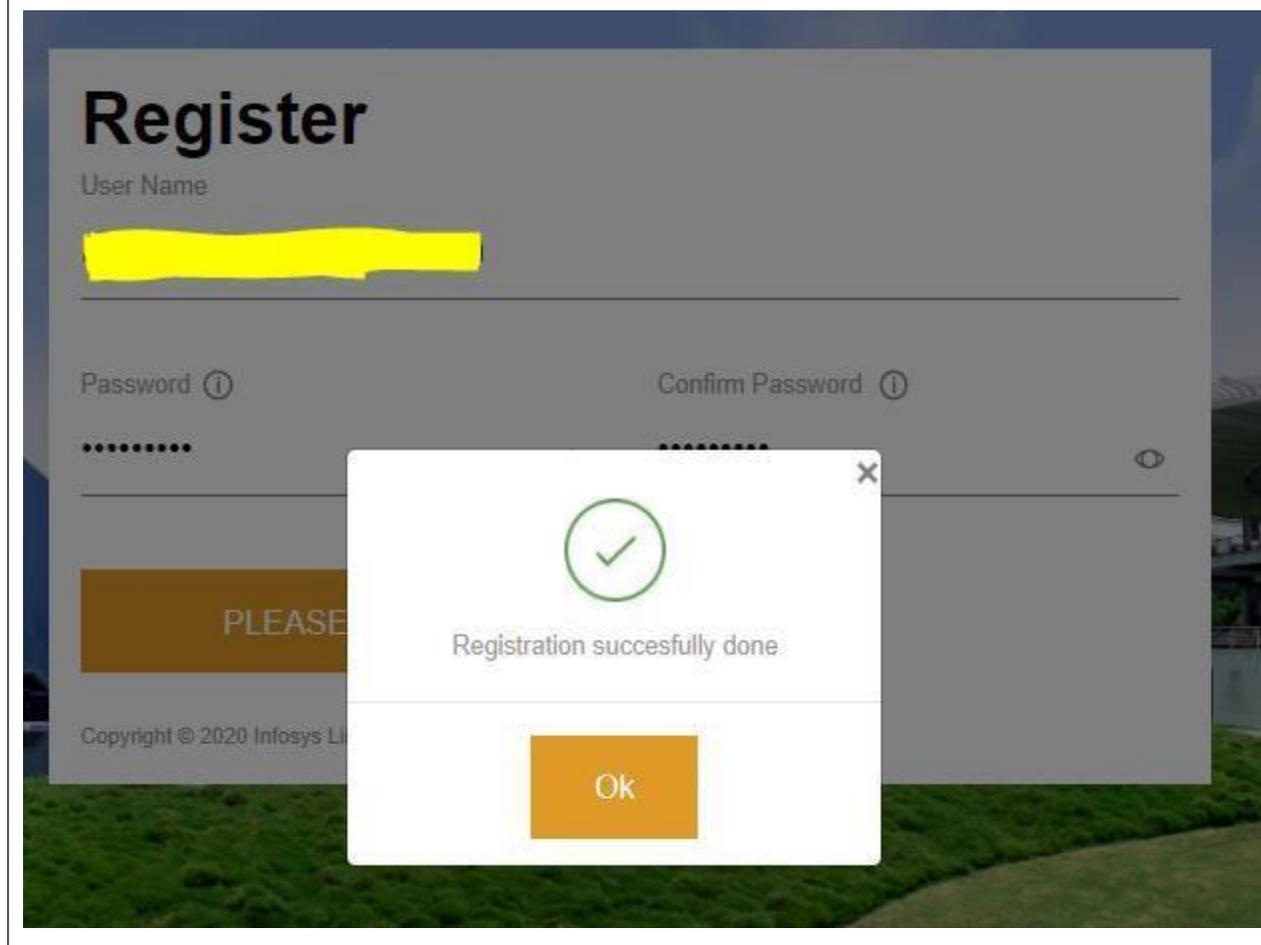
Note – a) Username should be e-mail id which will be used for login subsequently.

b) Kindly note character for creating a valid password. Password should be of minimum 8 characters in length and should have at least one uppercase, one lower case, one numeric & one special character.



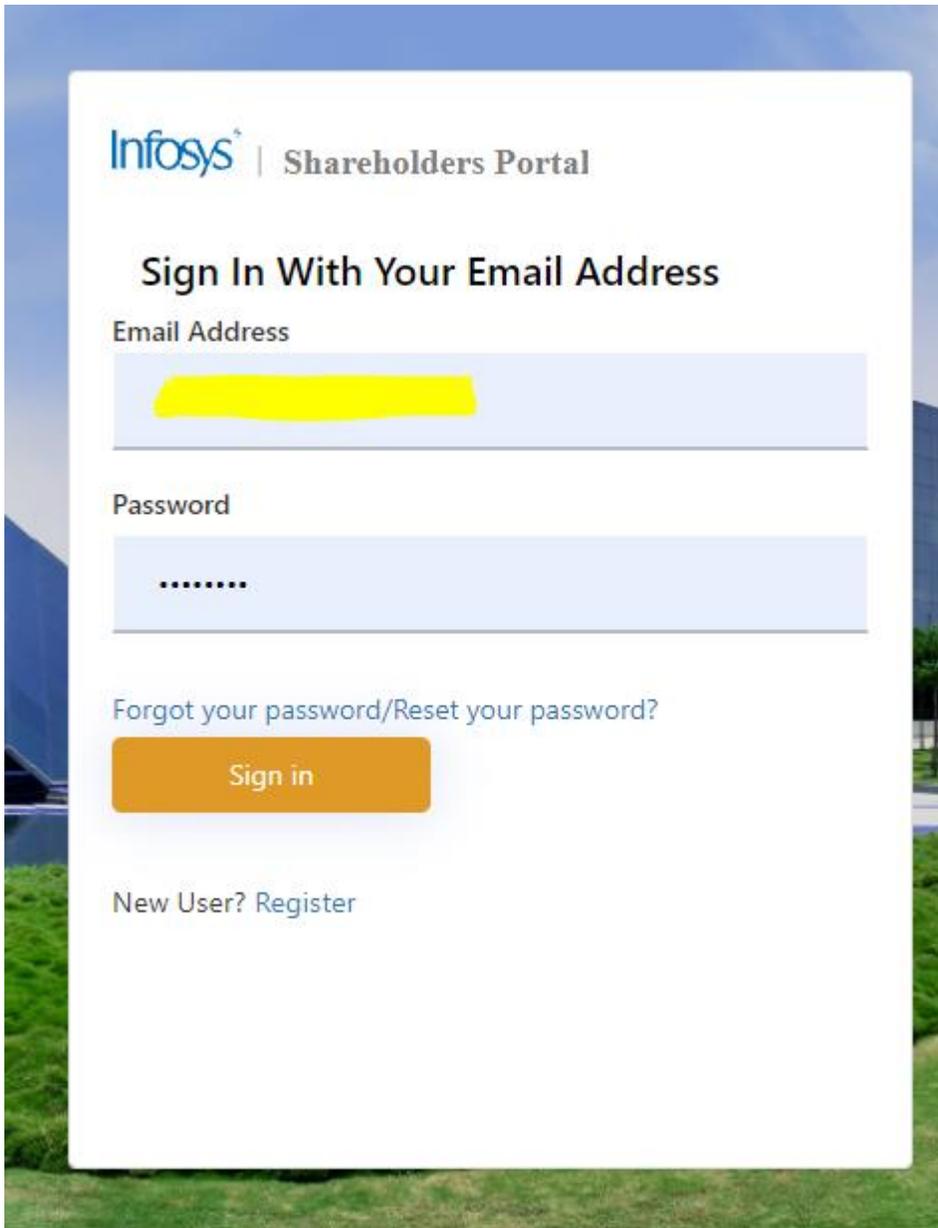
Once the email id & password is provided, shareholder should click on “REGISTER” – see above image.

After clicking Register, a message will pop-up “Registration successfully done” - see below image. It shows that shareholder is registered onto the portal for uploading various documents/declarations/other compliances.



5. How to login into the Portal?

Answer: Once registration is complete, shareholder can visit the “**Shareholder portal**” link (Refer above point -3) and then can login (**Sign in**) onto the portal using the same email id & password which is used as above for registration. Below is the image showing the same:-



The image shows a login page for the Infosys Shareholders Portal. The page has a white background with a blue header area. The Infosys logo is in the top left, followed by the text "Shareholders Portal". Below this is the heading "Sign In With Your Email Address". There are two input fields: "Email Address" and "Password". The email address field contains a redacted email address. The password field contains a series of dots. Below the password field is a link that says "Forgot your password/Reset your password?". There is an orange "Sign in" button. At the bottom, there is a link that says "New User? Register".

Infosys | Shareholders Portal

Sign In With Your Email Address

Email Address

.....

Password

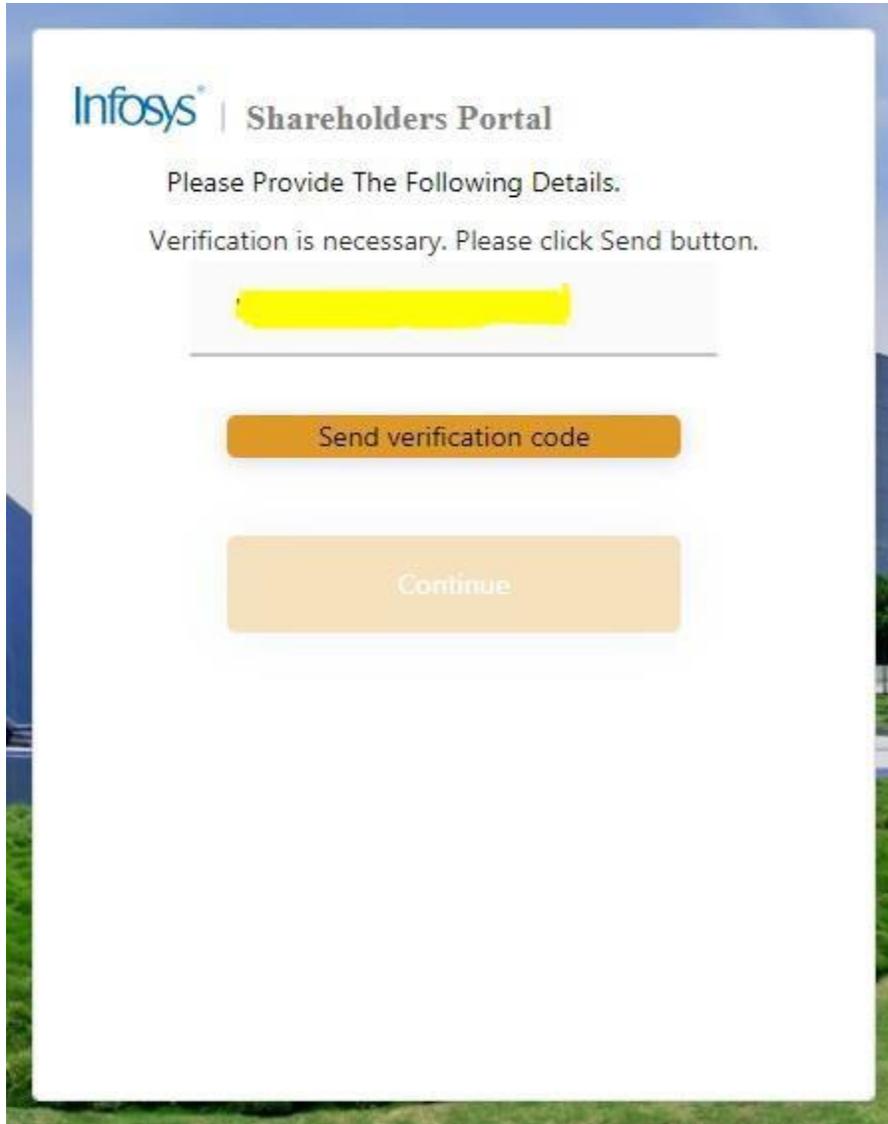
.....

[Forgot your password/Reset your password?](#)

[Sign in](#)

[New User? Register](#)

After clicking onto “Sign in “, shareholder will be directed to a new window of verification page. Shareholder should check email id shown on the verification page and click on “send verification code” (See below image).



Once this is done, verification code (OTP) will be sent to the email id which is used for registration

Infosys® | Shareholders Portal

Please Provide The Following Details.

Verification code has been sent to your inbox. Please copy it to the input box below.

[Redacted verification code]

Verify code

Send new code

Continue

Shareholder should check the email id for verification code (OTP) and enter that verification code (OTP) in the box (see below image). After entering the verification code (OTP), click on **“verify code”**

Infosys® | Shareholders Portal

Please Provide The Following Details.

Verification code has been sent to your inbox. Please copy it to the input box below.

[Redacted]

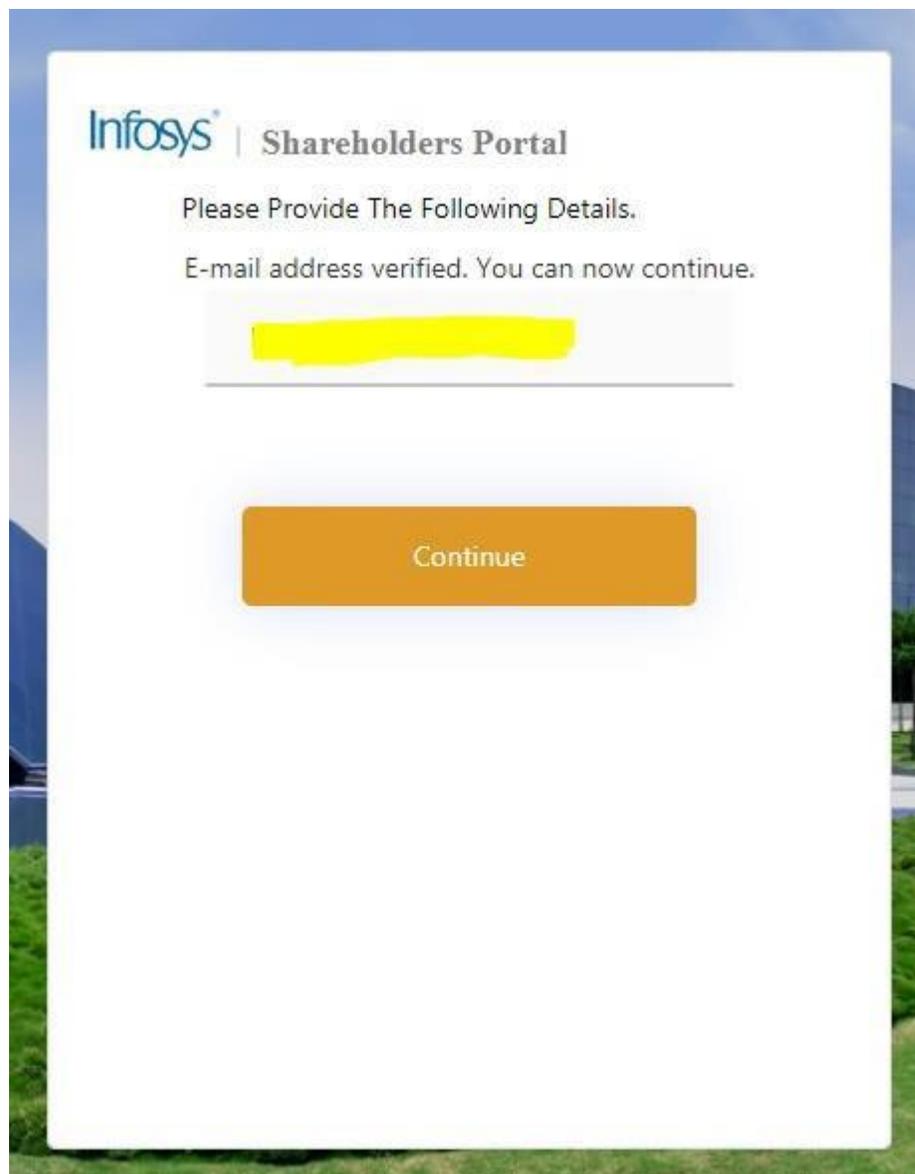
928859

Verify code

Send new code

Continue

Once the, email id is verified through verification code (OTP), shareholder will be directed to a new window which says email id verified and Shareholder will be asked to continue. Please click on **“Continue”**



After clicking onto “Continue “ as shown above, shareholder has to read **Privacy & Data Protection guidelines.**

After accepting the Privacy & Data Protection Policy, a new window will appear showing profile details and relevant sections as applicable to such shareholder.

6. Profile Section

Answer: Shareholder should check their information as appearing in the profile section.

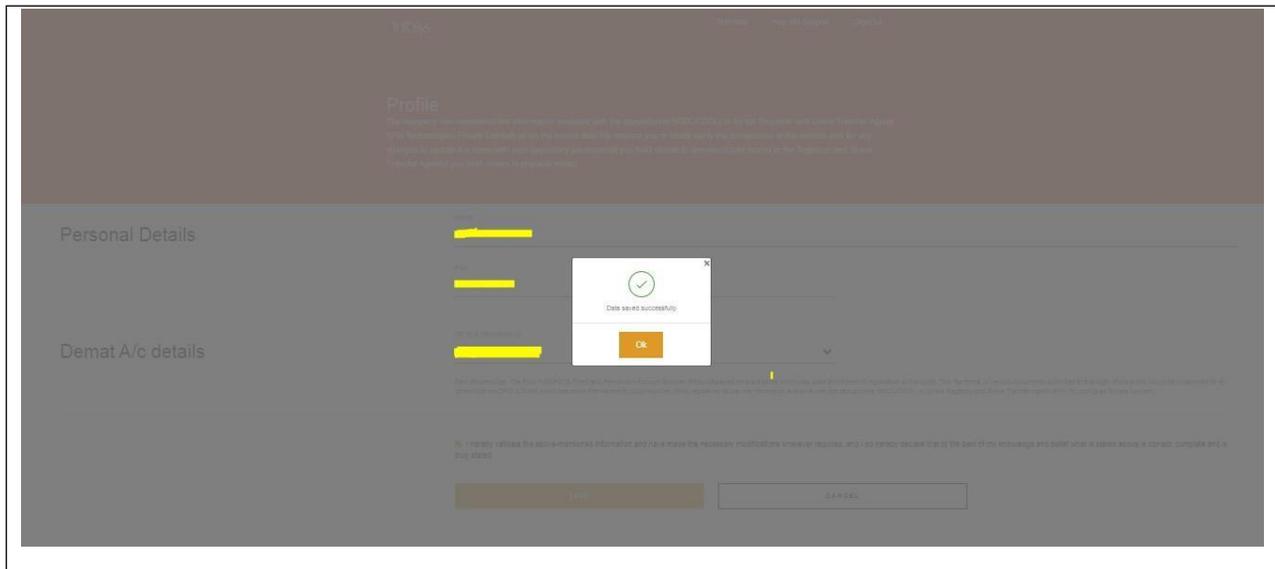
Kindly Note that the company has considered the information available with the depositories (NSDL/CDSL) or by the Registrar and Share Transfer Agent (KFin Technologies Private Limited) as on the record date. We request you to kindly verify the correctness of the records and for any changes, to update the same with your depository participant (if you hold shares in dematerialized mode) or the Registrar and Share Transfer Agent (if you hold shares in physical mode).

Profile information can be verified by checking the box at the bottom of profile page and clicking on **“save”** button. See below image for reference –

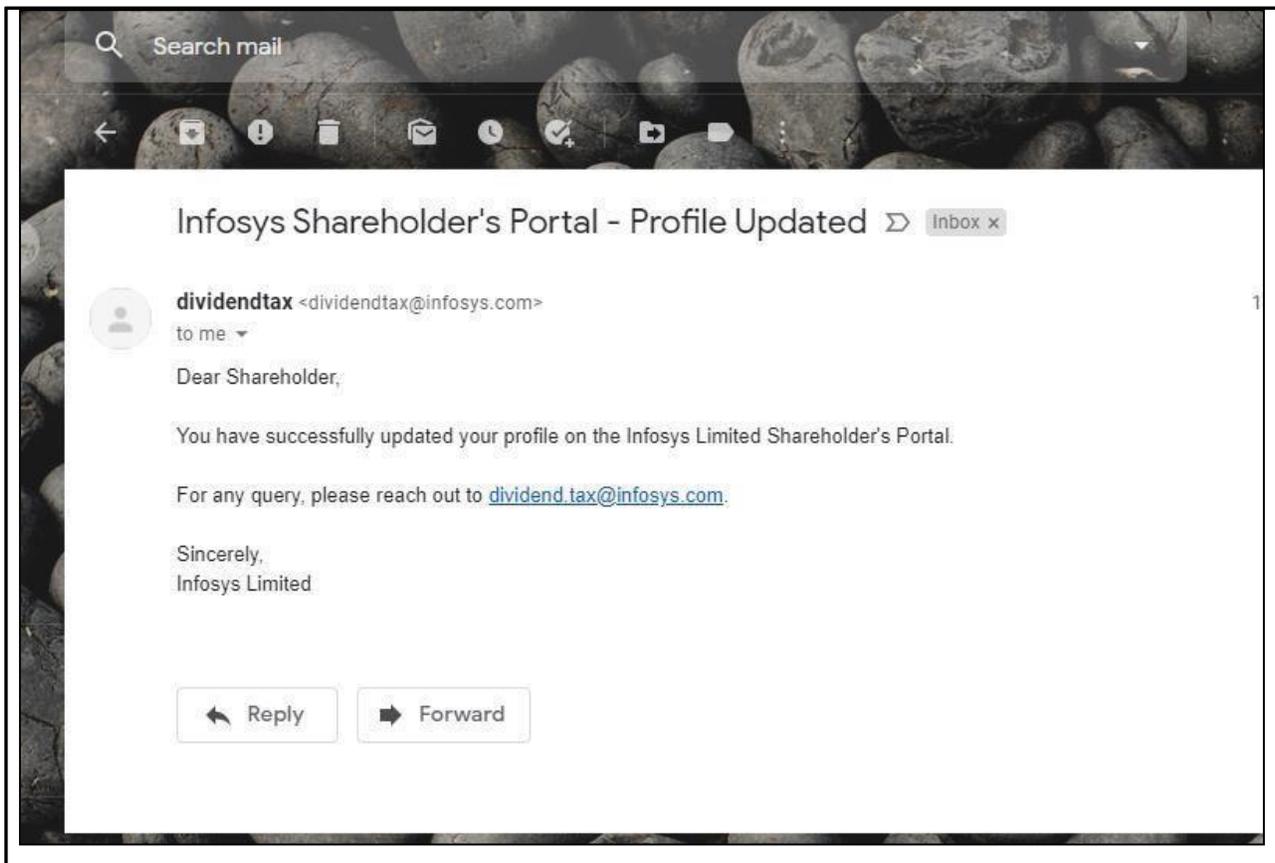
The screenshot shows the Infosys Profile page. At the top, there is a navigation bar with 'Infosys' logo, 'TaxForms', 'Help and Support', and 'SignOut'. Below the navigation bar, the page title is 'Profile'. A disclaimer text reads: 'The company has considered the information available with the depositories(NSDL/CDSL) or by the Registrar and Share Transfer Agent(KFin Technologies Private Limited) as on the record date.We request you to kindly verify the correctness of the records and for any changes to update the same with your depository participant(if you hold shares in dematerialized mode) or the Registrar and Share Transfer Agent(if you hold shares in physical mode).' The form is divided into three sections: 'Personal Details' with fields for 'Name' and 'PAN'; 'Demat A/c details' with fields for 'DP ID & ClientFoto ID' and 'Shareholding Percentage'; and 'Shareholding type' with two dropdown menus for 'Joint shareholder 1 details' and 'Joint shareholder 2 details'. At the bottom, there is a checkbox for validation, a 'SAVE' button, and a 'CANCEL' button. A small eye icon is visible in the bottom right corner.

Kindly note that the Folio No/DPID & Client and Permanent Account Number (PAN) displayed in profile are same which was used at the time of registration at the portal. The Tax forms or various documents submitted at this login of the portal would be considered for all other Folio No/DPID & Client which has same Permanent Account Number (PAN) registered as per the information available with the depositories (NSDL/CDSL) or by the Registrar and Share Transfer Agent (KFin Technologies Private Limited).

After verification and validation of information in the profile page and on clicking the save button, a message will appear that data saved successfully. See below image -



Parallel, a confirmation email will also be sent on the registered email id on successful updation of profile. See below image-



7. Submission & upload of documents?

Answer: After validation of profile information, shareholder will be directed to new page where they can submit eligible documents/declarations/forms as per their legal tax status. Kindly note that the portal shall be available for the shareholder to submit the tax forms or various tax documents up to October 28, 2021. No tax forms or tax documents will be considered after October 28, 2021

Documents/declarations/Forms can be uploaded/submitted in the below section –

The screenshot shows the Infosys shareholder portal. At the top left is the Infosys logo. On the top right are links for 'Profile', 'Help and Support', and 'SignOut'. Below the header, a message reads: 'Dear Shareholder, Kindly note that the portal shall be available for'. Underneath this message are three dropdown menus: 'Financial Year' (2021-2022), 'Dividend Cycle' (Interim Dividend of FY 2021-22), and 'Assessment Year' (2022-2023). The main content area is titled 'Things to do' and contains two columns. The left column is 'Upload tax forms' and lists 'Lower Tax Deduction Certificate (LTDC)' and 'Form 15G', each with a right-pointing chevron. The right column is 'For queries' and contains the text: 'Please contact dividend.tax@infosys.com or on WhatsApp + 91 6366953150'. A small robot icon is visible in the bottom right corner of the content area.

A. Tax Documents for Resident Individual Shareholder – A resident individual can submit below forms (depending on the eligibility) as appearing on the upload tax forms tab.

A.1. Form 15G – Applicable for a Resident Individual shareholder. Below fields need to filled in



[Profile](#) [Help and Support](#) [SignOut](#)

Form 15G [Any other declaration](#)

You have successfully submitted the document. If the document is found in accordance with the provisions of the Income Tax Act, 1961, the same shall be considered while deducting the taxes

Assessment status as per
income tax act 1961

I am assessed to tax under the Income-tax Act, 1961

Latest assessment year for which assessed

[Redacted] ▼

Estimated Income For
Declaration

Estimated Dividend Income For This Declaration [Redacted]	Estimated Total Income Of Shareholder For Financial Year 2021-22 [Redacted]
Nature Of Income Dividend	Section For Tax Deduction 194

Details of other Form 15G
filed with other entities
during the year 2021-22

Total Number Of Other Form 15G Filed With Other Entities [Redacted]	Aggregate Income Of Other Form 15G For Other Entities For The Financial Year 2021-22 [Redacted]
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I, [Redacted] do hereby declare that to the best of my knowledge and belief what is stated above is correct, complete and is truly stated. I declare that the incomes referred to in this form are not includible in the total income of any other person under sections 60 to 64 of the Income-tax Act, 1961. I further declare that the tax on my estimated total income including income/ incomes referred to in this form and aggregate amount of income/incomes referred to in this form is computed in accordance with the provisions of the Income-tax Act, 1961, for the previous year ending on 31st March, 2022 relevant to the assessment year 2022-2023 will be nil. I also declare that my income/incomes referred to in this form and the aggregate amount of income/ incomes referred to in this form for the previous year ending on 31st March, 2022 relevant to the assessment year 2022-2023 will not exceed the maximum amount which is not chargeable to income-tax.

SUBMIT

CANCEL

Once the above fields are filled, shareholder can verify/accept the form and submit by clicking on “**submit**”

Kindly note, an **individual shareholder**, who is a **resident** of India can submit Form 15G if:

- a. The person has a valid PAN
- b. Tax on estimated total income shall be **Nil** (including income for which declaration is being made and incomes for which declarations has been provided earlier to anyone for current financial year).
- c. Income for which declaration is being given and aggregate amount of incomes for which all declarations given earlier to Infosys or anyone for current financial year under form 15G shall not exceed the **maximum amount not chargeable to tax** (i.e., Rs. 2,50,000).

A.2. Form 15H – Applicable for a Resident Individual shareholder who is of age sixty years or more at any time during FY 2021-22. Below fields need to filled in

Form 15H Any other declaration

You have successfully submitted the document. If the document is found in accordance with the provisions of the Income Tax Act, 1961, the same shall be considered while deducting the taxes

Assessment status as per
income tax act 1961

I am assessed to tax under the Income-tax Act, 1961
Latest assessment year for which assessed
[Redacted] ▼

Estimated Income For
Declaration

Estimated Dividend Income For This Declaration [Redacted]	Estimated Total Income Of Shareholder For Financial Year 2021-22 [Redacted]
Nature Of Income Dividend	Section For Tax Deduction 194

Details of other Form 15H
filed with other entities
during the year 2021-22

Total Number Of Other Form 15H Filed With Other Entities	Aggregate Income Of Other Form 15H For Other Entities For The Financial Year 2021-22
<input type="text"/>	<input type="text"/>
Date Of Birth	
<input type="text"/>	<input type="text"/>

I, do hereby declare that to the best of my knowledge and belief what is stated above is correct, complete and is truly stated. I declare that the incomes referred to in this form are not includible in the total income of any other person under sections 60 to 64 of the Income-tax Act, 1961. I further declare that the tax on my estimated total income including income/ incomes referred to in this form and aggregate amount of income/incomes referred to in this form is computed in accordance with the provisions of the Income-tax Act, 1961, for the previous year ending on 31st March, 2022 relevant to the assessment year 2022-2023 will be nil. I also declare that my income/incomes referred to in this form and the aggregate amount of income/ incomes referred to in this form for the previous year ending on 31st March, 2022 relevant to the assessment year 2022-2023 will not exceed the maximum amount which is not chargeable to income-tax.

SUBMIT

CANCEL

Kindly Note, an **individual shareholder**, who is a **resident** of India aged **60 years or more**, can submit Form 15H if:

- The person has a valid PAN
- Tax on estimated total income shall be **Nil** (including income for which declaration is made and incomes for which declarations was provided earlier to Infosys or anyone for current financial year).
- The total income is after allowing deduction under Chapter VIA and / or after set off of losses under the head "House Property".

A.4. Lower Tax Deduction Certificate (LTDC) – Shareholder can also submit LTDC, if any, obtained from Tax authority under the tab “(LTDC)”. LTDC document has to be attached under the tab “choose file”. After attaching a valid LTDC, shareholder can validate the information by checking on box and submit the same by clicking on Submit.

Lower Tax Deduction Certificate (LTDC) Any other declaration

Document Type
Lower Tax Deduction Certificate (LTDC)

Attach Document *
 No file chosen

Please Note: File size allowed is 5MB and allowed file types are .png, .jpeg, .jpg, .pdf, .tiff

I hereby validate the above-mentioned information and have made the necessary modifications wherever required, and I do hereby declare that to the best of my knowledge and belief what is stated above is correct, complete and is truly stated.

A.3. Other document – Shareholders can also submit any other documents (if eligible) under the tab “Any Other declaration” as shown below. For this, shareholder has to attach the relevant document under the tab “choose file”. After attaching a valid document, shareholder can validate the information by checking on box and submit the same by clicking on Submit button. See below image –

Lower Tax Deduction Certificate (LTDC) Any other declaration

Document Type
others

Attach Document *
 No file chosen

Please Note: File size allowed is 5MB and allowed file types are .png, .jpeg, .jpg, .pdf, .tiff

I hereby validate the above-mentioned information and have made the necessary modifications wherever required, and I do hereby declare that to the best of my knowledge and belief what is stated above is correct, complete and is truly stated.

B. Tax Documents for non- resident Shareholder – A non-resident individual can submit below forms/documents (depending on the eligibility) as appearing into the upload tax forms

The screenshot shows the Infosys shareholder portal dashboard. At the top, there is a navigation bar with the Infosys logo on the left and links for Profile, Help and Support, and SignOut on the right. Below the navigation bar, there is a greeting: "Dear Shareholder, Kindly note tha". Underneath, there are three dropdown menus for "Financial Year" (2021-2022), "Dividend Cycle" (Interim Dividend of FY 2021-22), and "Assessment Year" (2022-2023). The main content area is titled "Things to do" and contains two columns. The left column, "Upload tax forms", lists: No P.E declaration, Tax Residence Certificate (TRC), Beneficial Ownership, Form 10F, Rule 37BC, and Lower Tax Deduction Certificate. The right column, "For queries", provides contact information: "Please contact dividend.tax@infosys.com or on WhatsApp + 91 6366953150". A small chatbot icon is visible in the bottom right corner of the dashboard.

The above tax forms, tax documents, tax declarations can be submitted by upload functionality wherein a non- resident shareholder can browse and attach the documents against the relevant tab. For e.g., to submit Tax Residency Certificate (TRC), below upload functionality can be used-

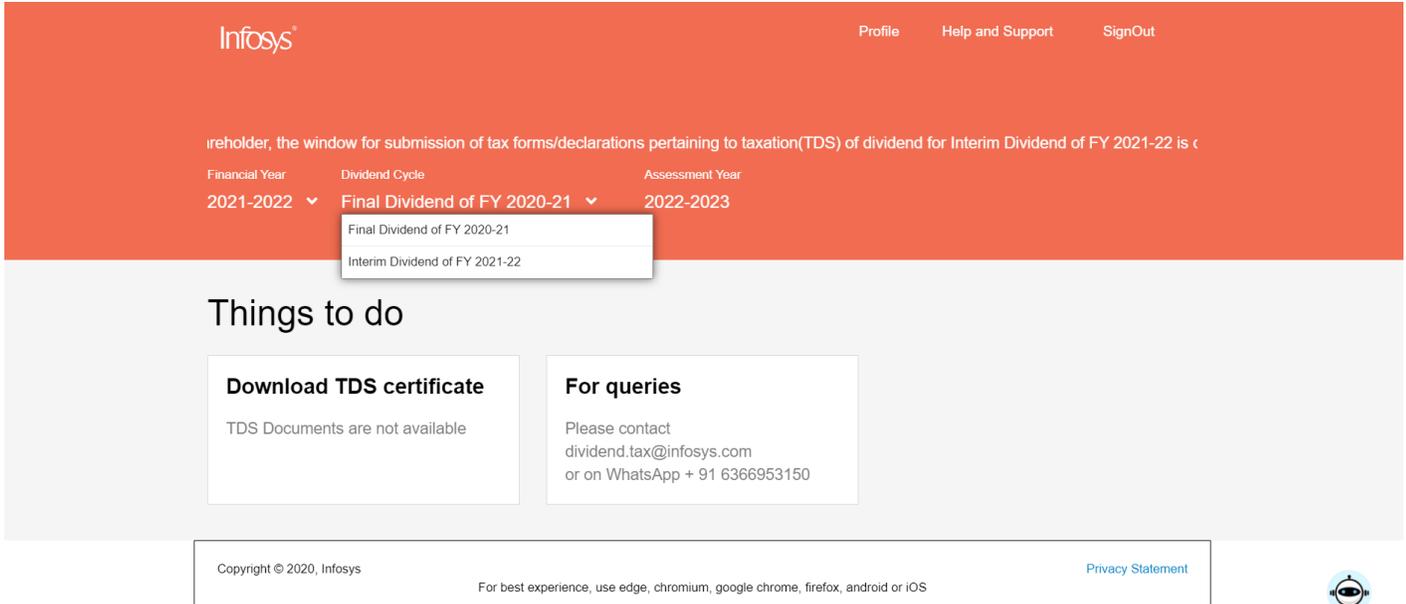
The screenshot displays the document upload interface for a Tax Residence Certificate (TRC) on the Infosys portal. At the top, there is a search bar containing "(,TDC)". Below the search bar, there are two tabs: "Tax Residence Certificate (TRC)" and "Any other declaration". The "Tax Residence Certificate (TRC)" tab is active. Underneath, there is a "Document Type" field with "Tax Residence Certificate (TRC)" selected. To the right, there is an "Attach Document" section with a "Choose File" button and the text "No file chosen". Below this, there is a "Please Note" section with the text: "The file allowed is PDF and allowed file size are 2MB, 2MB, 2MB, 2MB, 2MB". At the bottom, there is a checkbox with the text: "I hereby validate the above-mentioned information and have made the necessary modifications wherever required, and I do hereby declare that to the best of my knowledge and belief what is stated above is correct, complete and is truly stated." Below the checkbox, there are two buttons: "SUBMIT" and "CANCEL".

After the applicable tax forms/tax declarations are uploaded, shareholder can submit by clicking on “SUBMIT” button as shown in above image.

8. From where TDS certificate can be download or Tax credit can be viewed?

Answer: Shareholder for whom tax was deducted (i.e., TDS done) on payment of Final Dividend of FY 2020-21 Interim Dividend of FY 2021-22, TDS certificate can be downloaded by following below steps –

- a) Login into the Shareholder’s Portal.
- b) From dropdown option in Dividend Cycle tab select “**Final Dividend of FY 2020-21**”. See below image –



b) after selecting “Final Dividend of FY 2020-21” from drop down, shareholder will get new box below showing “Download TDS certificate” (See below image). Certificate can be downloaded from that -

c) Tax credit against the TDS deducted for a shareholder can also be seen in Form 26AS through TRACES or e-filing website of income tax department. A guide (**TDS Credit**) on steps to be followed to view Tax Credit can be accessed at “**Help and Support**” tab on the top of login portal of shareholders. See below image –

The screenshot shows the Infosys shareholder portal interface. At the top, there is a navigation bar with the Infosys logo on the left and links for 'Profile', 'Help and Support', and 'SignOut' on the right. Below the navigation bar, there is a message: 'Processed as per the provisions of the tax law. Please reach out dividend.tax@infosys.com for any queries. Thank you and wishing you a safe...'. Below this message, there are three dropdown menus: 'Financial Year' (2021-2022), 'Dividend Cycle' (Final Dividend of FY 2020-21), and 'Assessment Year' (2022-2023). The main content area is titled 'Things to do' and contains two cards. The first card is titled 'Download TDS certificate' and states 'TDS Documents are not available'. The second card is titled 'For queries' and provides contact information: 'Please contact dividend.tax@infosys.com or on WhatsApp + 91 6366953150'. At the bottom of the page, there is a footer with 'Copyright © 2020, Infosys', a note about browser compatibility: 'For best experience, use edge, chromium, google chrome, firefox, android or iOS', a link to 'Privacy Statement', and a small circular icon in the bottom right corner.

9. Support on WhatsApp

Answer: Shareholder can also use the WhatsApp for queries on tax on dividend. Below are the different methods to access the same-

Mobile Number	+916366953150	Add mobile number in contact list and send 'Hi' to initiate Chat.
Scan QR Code		A user must scan this QR code to initiate WhatsApp chat. It enables them to become opted-in as well as active user.
Click URL	https://signupforservices.com/whatsapp/optin/?bId=d364765a-7e6d-47d8-b002-955a7e2f1557&bName=InfosysDividendTaxAssist&s=URL&lang=en_US	A user must click on this URL to initiate WhatsApp chat. It enables them to become opted-in as well as active user.