

## Transact and monitor your shareholding portfolio from the comfort of your home



As your Prosperity Partner, we are dedicated to keeping you updated on our processes, policies, and operations within the Capital Market. This ensures a smooth and satisfying experience with our physical and digital services. Our efficient digital channels allow you to carry out transactions conveniently from home, the office, or while you're on the go.

## FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. Where is the office location of Coronation Registrars Limited?

Our office is situated at No. 9, Amodu Ojikutu, off Saka Tinubu, Victoria Island, Lagos. For your convenience and quicker service, we recommend that all customers use our online channels for their transactions.

### 2. What is the opening and closing times of Coronation Registrars Limited to Customers?

Office Hours for Walk-in Customers:  
Monday to Friday (excluding Public Holidays)  
Opening Time: 8:00 AM  
Closing Time: 4:00 PM

Contact Centre (Telephone Support):  
Available 24/7, Monday to Sunday.

### 3. What is the phone number and email address of Coronation Registrars?

- Phone Number: 0201 227 2570
- Email Address: [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com)

### 4. How can I perform the following actions on my shares account?

- Update my address in your records.
- Consolidate or merge my multiple share accounts within the same company register managed by Coronation Registrars.
- Update my signature in your records.
- Mandate my bank details for e-dividend payments.
- Update Information including my phone numbers and email address.
- Change my existing bank mandate with Coronation Registrars.

Please click the link below to complete the appropriate form and attach the supporting documents <https://coronation.ng/self-service>

### 5. How can I access and monitor my portfolio from the comfort of my home?

To register on the Shareholder Live platform and monitor your shares online, please click the link below and follow the instructions:

<https://shareholderlive.coronationregistrars.com/>

### 6. Why is my record on ShareholderLive showing that I have unclaimed dividends?

- You may not have mandated your bank account for dividend payments on your shares.
- Please follow the steps outlined in point No. 4 above to mandate your account. This will enable you to receive any outstanding and future dividends directly to your bank account.
- If you need further assistance, feel free to email [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com) or call 0201 227 2570.

### 7. How many times is dividend paid in a year?

The frequency of dividend payments varies by company, with options for annual or biannual distributions. You will be notified by your company when a dividend is declared.

### 8. Can I receive my dividend in cash at the Registrar's office?

You can only receive your dividends directly into your bank account by using the E-Dividend mandate platform

### 9. Can my dividend be re-invested?

Yes, you can use your dividend to acquire additional shares in your chosen company by utilizing the dividend paid by that same company. To proceed, please send your request via email to [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com) or call 0201 227 2570. Alternatively, you can initiate this request through ShareholderLive by Coronation.

### 10. What type of bank account should I mandate to my shares account for dividend payment?

You can link your shares account to any Nigerian commercial bank account of your choice that is eligible to receive dividends.

### 11. How can I obtain a transmission checklist without visiting the Registrar's office?

Please log in to our self-service portal at <https://crlselfservice.coronation.ng/> and click the 'Shares Transmission Checklist' button. Alternatively, you can send an email to [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com), and we will send it to you.

### 12. How do you transmit shares of a deceased person to their estate administrators'?

To begin the process, please click this link <https://crlselfservice.coronation.ng/> to view the Shares Transmission Checklist and submit the required documents. For further assistance, feel free to email [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com)

### 13. How long does it take to process shares transmission

Once all required documents are received and the probate payment is made and confirmed, the processing of share transmission typically takes an average of eight (8) weeks.

### 14. What documents should I submit to process bank certificate for a deceased?

- Death certificate of the deceased
- Proof of the deceased's shares (e.g., dividend slip, CSCS statement, or share certificate)

### 15. I was informed that my Company dividend has been paid, but I did not receive funds in my bank account. What could delay my dividend payment after declaration by my Company?

Several factors can cause delays, including:

- Restricted bank accounts.
- Ineligible bank accounts for dividend payment (e.g. accounts below 6 months old)
- Providing a domiciliary account for local currency dividends.
- Name mismatch between the shares account and the bank account.
- Non-confirmation of bank details by the shareholder's bank on the NIBSS portal.
- Signature irregularities.
- Incorrect BVN.
- Incorrect account number.

For further investigation and resolution, please send your request via email to [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com) or call 0201 227 2570.

### 16. I no longer use the bank account number that I submitted for my dividend payment, or I have closed that account, how do I change to a new bank account?

Kindly use the following link to complete the E-dividend Mandate Form and follow the steps: <https://coronation.ng/self-service>

### 17. I purchased the shares in someone else's name, can the dividend be paid to a bank account in my name?

Dividends are paid only to bank accounts that match the name on the shares account. Please ensure that the name on your bank account is the same as the name on your shares account. For guidance, feel free to email [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com) or call 0201 227 2570.

### 18. I was informed that my bank account details are not validating on the NIBSS portal, what can I do to resolve this issue?

Please visit your bank to resolve the issue or provide alternative bank details.

### 19. What is the NIBSS portal?

NIBSS stands for the Nigerian Inter-Bank Settlement System. It is a portal where registrars and banks must upload completed E-Mandate Forms for validation before they can be used for dividend payments

### 20. I would like to introduce additional signatories to my shares account. What are the requirements? (for corporate accounts only)

- Authorized Signature mandate (Sealed/Stamped)
- Board Resolution introducing the new Signatories
- Banker's Confirmation of Signature
- Valid means of ID of the Signatories

### 21. Can an individual shareholder introduce additional signatories to their shares account?

Yes, write a Letter of introduction for additional signatories and provide a Banker's Confirmation confirming the additional signature(s).

### 22. Is there an expiry date after which I cannot receive my unclaimed dividends?

Yes. After 12 years of declaring dividends, any unclaimed dividends will be returned to the client company and would no longer be in the custody of the registrar. This is in line with the Companies and Allied Matters Act (CAMA) rules on Statute Barred Dividends.

### 23. I purchased shares in a pseudo name that does not exist (e.g an unborn child name, etc), how can I convert this to my name?

Please contact your stockbroker for assistance. The stockbroker will open an account under a pseudo name, dematerialize the shares upon receiving the required documents, and transfer the shares to your CSCS account.

### 24. What is a CSCS account number:

- It is a unique account number that identifies each investor in the Nigerian Capital Market.
- It is managed by the Central Securities Clearing System Plc (CSCS)

### 25. What is Shares Dematerialization:

This process involves converting your hard copy share certificates and other securities into digital or electronic form, allowing you to trade them.

### 26. How do I dematerialize my share certificate(s)?

Please click on this link <https://coronation.ng/self-service> to download the Dematerialization Form. Complete the form and return it to your stockbroker, who will process it and submit it to Coronation Registrars for direct crediting of your shareholding to your CSCS account.

Alternatively, you can contact your stockbroker to collect, fill out, and submit the Dematerialization Form.

For further assistance, please send your request via email to [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com) or call 0201 227 2570.

### 27. How many days does it take for my dematerialized shares to reflect in my CSCS account?

The transaction will take up to 3 working days to reflect in your CSCS account.

### 28. Why do I need to complete a transfer form?

You will need to complete a Transfer Form if your shares were purchased in the secondary market. This will allow the registrars to access your signature specimen.

### 29. How do I obtain a transfer form?

- The Transfer Form can only be obtained through your Stockbroker
- Kindly visit the Nigeria Exchange (NGX) website Find a Broker - Nigerian Exchange Limited ([ngxgroup.com](http://ngxgroup.com)) for the list of accredited Stockbroking Firms in Nigeria
- Visit or contact your preferred Stockbroker for registration.
- If you would like to use Coronation Securities Limited, please contact them via email at [crc@coronationsl.com](mailto:crc@coronationsl.com) or call 0201 227 2567.

### 30. How many days does it take for the shares I bought through my stockbrokers to reflect in my CSCS account?

Trade transactions at the Nigerian Exchange (NGX) or the National Association of Securities Dealers (NASD) settle in your CSCS and registrar records on the transaction date plus three (3) working days

### 31. Why am I asked to bring an indemnity letter from my stockbroker during dematerialization?

Broker's indemnity is required for shares valued at over N500,000 (Five Hundred Thousand Naira).

### 32. Why am I required to provide a letter of introduction from my stockbroker?

The letter confirms that the stockbrokers have completed their KYC (Know Your Customer) requirements for the shareholder.

### 33. Why have I not been getting correspondence from Coronation Registrars via text messages or email?

It is possible that we do not have your updated contact information in our database.

Please click this link <https://www.coronation.ng/self-service/> to update your information or send us an email at [customercare@coronationregistrars.com](mailto:customercare@coronationregistrars.com)."