

C&R Group, Operations Frequently Asked Questions (FAQ)

Below is a list of the frequently asked questions.

1. What are dividends?

Dividends are payments out of operating profits by a company to Shareholders. They are paid net of withholding tax. It may be paid once a year (final dividend) or twice/more in a year (interim(s) & final dividend).

2. What is a proof of ownership?

This is something that proves you own shares in the company you're claiming dividends.

A proof of ownership can be a share certificate, an old dividend notice, a broker portfolio holding statement or a CDSC statement.

3. I have not received my dividend. What should I do?

Please contact the Registrar either in writing, on email or in person. Our offices are located at IKM Place, 5th Ngong Avenue 1st Floor, Tower B, Tel Pilot: Office GSM: / 726 971 599 / 737 095 124

Website: www.candrgroup.co.ke, our e-mail info@candrgroup.co.ke

4. I have an unclaimed dividend Cheque/ stale cheque. What can I do?

Dividend cheques are currently valid for six months from the date of payment. If the dividend cheque is still valid kindly lodge it at your bank for payment. If stale, please contact the Registrar for replacement.

5. Can I have my dividend paid directly into my Mpesa Number?

Yes, you can complete our MPESA mandate form obtainable from our office.

OR

You can use your phone to register for MPESA payment

Opt in for Mpesa by dialling USSD short code *483*038#. following the various prompts regarding registration of your account. Upon Verification and approval, you shall then receive payments of current outstanding dividends and future dividends through your Mpesa number.

6. Can I have my dividend paid directly into my bank account?

Yes, you can complete our bank mandate form obtainable from the our office if you're a certificated shareholder if your shares are in CDSC kindly contact your stock broker or investment bank to update your bank mandates in your CDSC account.

7. Can I receive my dividend payment in another currency if I reside outside Kenya?

Yes, you can, you will need to complete a bank mandate form which needs to be stamped by the bank and attach a certified copy of your bank statement. Please contact the Registrar either in writing or in person or by contacting us on our email address info@candrgroup.co.ke. Ensure to attach a certified copy of ID or passport and a proof of ownership of the shares i.e. a share certificate or a dividend warrant.

8. How can I find out how many shares I hold?

You can determine the number of shares you hold by adding up all your share certificates (in your possession) and holdings in CDSC, or referring to your most recent dividend warrant, or by contacting us for your statement of account, or requesting for your current CDSC statement from the CDSC

9. What do I do if I need to change my address?

You should notify us in writing of both your old and new address. You will need to complete a change of address mandate form attach a utility bill or bank statement bearing the new address or a post office box receipt if you're a certificated shareholder. If your shares are in CDSC kindly contact your stock broker or investment bank to update your address mandates in your CDSC account. Ensure to attach a certified copy of ID Or passport and a proof of ownership of the shares i.e a share certificate or a dividend warrant

10. What is a Share certificate?

It is the evidence of your ownership of shares in a company and represents your interest in the company.

11. I have lost my Share Certificate, what should I do?

If a share certificate is lost, stolen or destroyed please contact the Registrar either in writing or in person or by contacting us on our email address info@candrgroup.co.ke. Ensure to attach a certified copy of ID Or passport and a proof of ownership of the shares i.e a share certificate or a dividend warrant.

12. What should I do if I have changed my name? Or if my name differs from my ID and my share account or my CDSC statement.

You will be required to provide a sworn affidavit where names in the ID or passport differ from our register OR they are initialed. If they differ due to change of marital status, A marriage certificate or a birth certificate is a must and should be attached. You can also attach other identification documents bearing all the names in question e. a passport.

13. What do we mean by shareholder to call in person?

This simply means Shareholder's attention is required. The shareholder is to visit the registrar in person for signature verification with an original ID/ Passport and 2 passport size photographs taken within the last 6 months of visiting our offices and a current certified bank statement.

14. How do I report the death of a shareholder?

Please contact the Registrar either in writing or in person or on our email address info@candrgroup.co.ke for more information. Attach a certified copy of the death certificate, your ID Copy and a proof of ownership i.e a share certificate or a dividend notice/ warrant.

15. I haven't received my last dividend cheque. What should I do?

Please contact the Registrar either in writing or in person or by contacting us on our email address info@candrgroup.co.ke. Ensure to attach a certified copy of ID Or passport and a proof of ownership of the shares i.e. a share certificate or a dividend warrant.

16. Where can I buy and sell shares?

You can buy and sell shares through authorized listed stockbrokers and investment banks by the capital markets Authority. List is available

17. What is the difference between rights and bonus issue?

Bonus issues are shares issued free of charge to shareholders. Rights are extra shares which the existing shareholder can buy at a discounted agreed price.

18. Who are Unclaimed Financial Assets Authority (UFAA)?

The Unclaimed Financial Assets Authority (UFAA) is an Authority created under the Unclaimed Financial Assets Act, No. 40 of 2011 to administer unclaimed financial assets. The primary mandate of the Authority is to receive unclaimed financial assets from the holders of such assets, safeguard and re-unite the assets with their rightful owners.

19. How does one transfer the shares of a deceased to the beneficiary?

This is transfer of shares from the Estate of a deceased shareholder to a beneficiary.

20. Where can one get the grant letters?

Where the value of shares is Ksh. 500,000 and below the letters of grant will be obtained from the public trustee offices.

Where the value of shares is Ksh. 500,000 and above the letters of grant will be obtained from the courts in Kenya.

21. What happens if the deceased names differ or the administrator/beneficiary?

The court is supposed to confirm all the deceased names as they appear on the share certificate and death certificate on the letters of grant by indicating all the sets of names appearing on the relevant documents.

If the administrator /beneficiary names differ the court is supposed to confirm the names by indicating ALIAS or through an affidavit stamped by the court.

22. How to replace the outstanding dividends of the deceased account?

If there are any outstanding dividends for deceased the stale cheques are attached on the transfer documents or an indemnity form (issued from the registrar) which is duly signed by the administrator(s) and witnessed by either commissioner of oaths /notary public is attached on the transfer documents.

Note: The cheques will only be replaced to beneficiary(s) after the transfer of shares is duly done.

23. Signature verification for administrator(s) /beneficiary(s)?

In the process of verification of transfer documents and we find out that the signature on the ID and the one appended on the transfer documents differ for either administrator(s) or beneficiary(s)? One will be required to visit our office in person for verification of signature and should bring the following requirements: original ID/Passport and Passport photos (taken within six months).

24. What is immobilization?

Immobilization process is the placement of certificates or other documents of title evidencing ownership of financial instruments in a central securities depository to reduce the movement of physical securities in the marketplace and to facilitate book entry transfers. Immobilization also is done when one want to sell shares and they are in certificate form.

25. Can one purchase shares of a company through a Registrar?

No. If you want to purchase shares you should contact any of the stockbrokers registered by Nairobi Securities Exchange.

26. How do I sell my shares?

To sell your shares, please visit stock broker to place sell order.