

Instructions and Guidelines for the Shareholder Portal

The Shareholder Portal can be accessed at <https://www.infosys.com/investors/shareholder-services/dividend-tax.html> .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 into this portal.

3. Where can the portal be accessed?

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

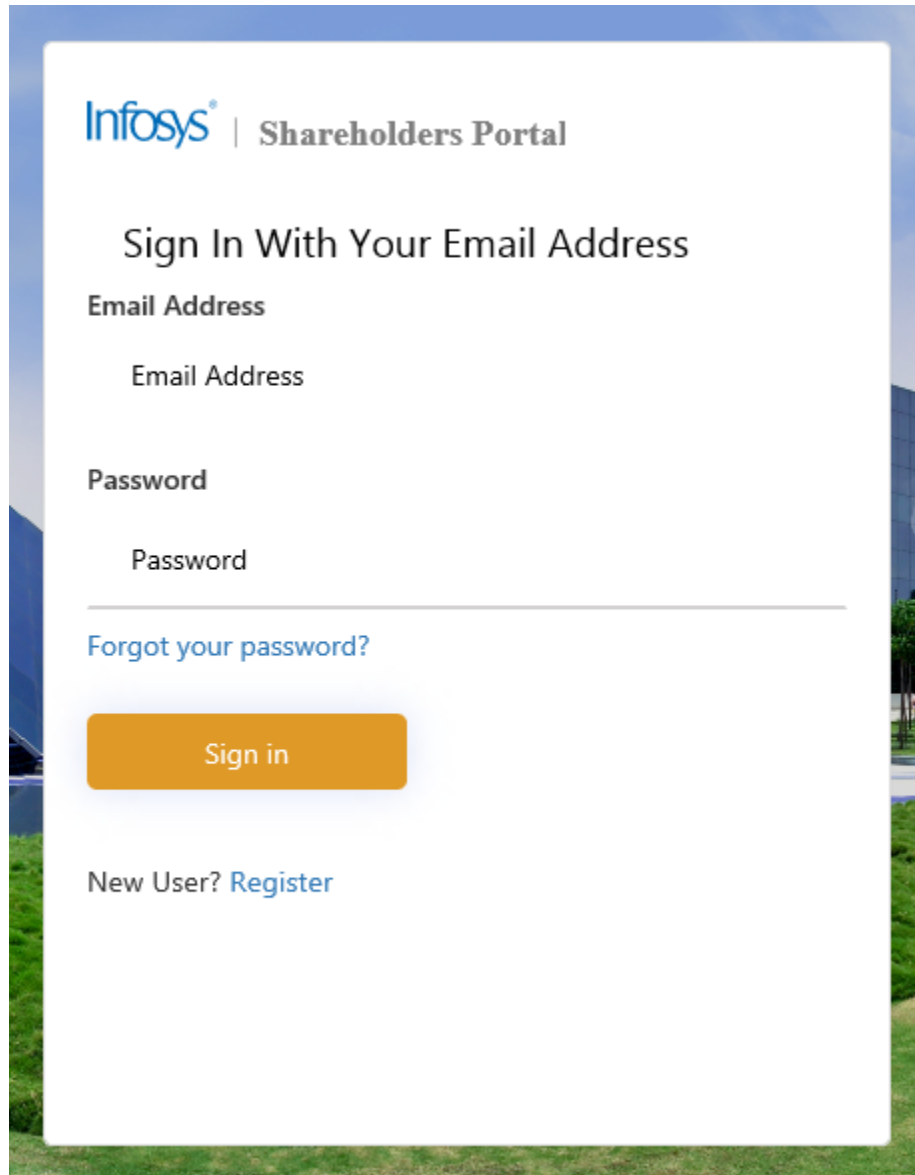
<https://www.infosys.com/investors/shareholder-services/dividend-tax.html>

After clicking onto the above link, Shareholder can click on the hyperlink of “**Shareholder portal**” which will direct the shareholder to registration and login page of portal. See below image: -

The company is enabling a **shareholder portal** from October 15, 2020. Shareholders are requested to communicate the changes, if any, to the documents already submitted for the Financial Year 2020-21 (during final dividend payout for the FY 2019-20). If no such communication received before the closure of portal (i.e. October 28, 2020), the tax documents earlier submitted will be considered for the purpose of tax deduction at source as per tax law.

4. How to register or login in Portal?

Answer: After clicking onto the above mentioned “shareholder portal”, Shareholder will be directed a new webpage for creation of registration and login. Below image shows the same:

The image shows a screenshot of the Infosys Shareholders Portal login page. At the top left, the Infosys logo is displayed next to the text "Shareholders Portal". Below this, the heading "Sign In With Your Email Address" is centered. There are two input fields: "Email Address" and "Password", each with a placeholder text of the same name. Below the password field is a horizontal line, followed by a blue link that says "Forgot your password?". A prominent orange button with the text "Sign in" is positioned below the link. At the bottom of the form area, there is a link that says "New User? Register". The entire form is set against a white background with a blue border, and the background of the page shows a blurred outdoor scene with green grass and a building.

First time user has to first register into the portal.

For registering, click on “**Register**”

Sign In With Your Email Address

Email Address

Email Address

Password

Password

[Forgot 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 ⓘ



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 Income Tax Department.

b) Kindly note below while filling “DP ID & Client/Folio ID” while registration.

(b)(i). Shares held in Physical mode - Folio No. (Eg: ITL000000)

(b)(ii). Shares held in Dematerialized Mode

NSDL - 8 digit DP ID and 8-digit client ID (Eg: IN3000001000000)

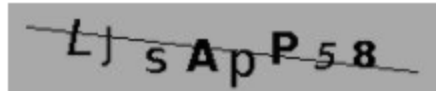
CDSL - 16-digit Beneficiary ID (Eg: 1200000000002000)

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

Register

PAN

DP ID & Client/Folio ID ⓘ



LJs|ApP58

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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After clicking onto “VERIFY”, Shareholder shall enter “User Name” and password.

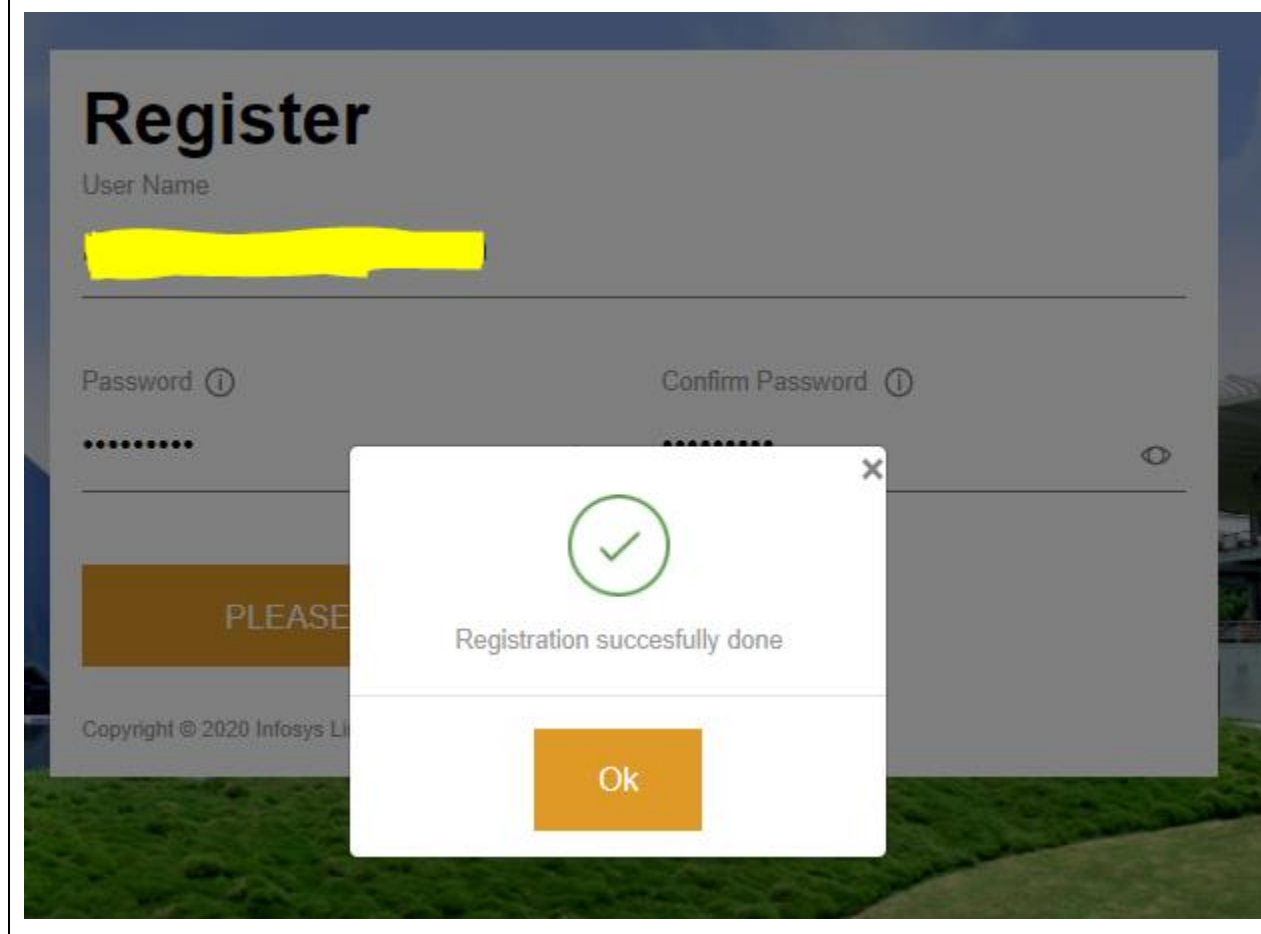
Note – a) **User Name should be e-mail id which will be used for login subsequently.**

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.**



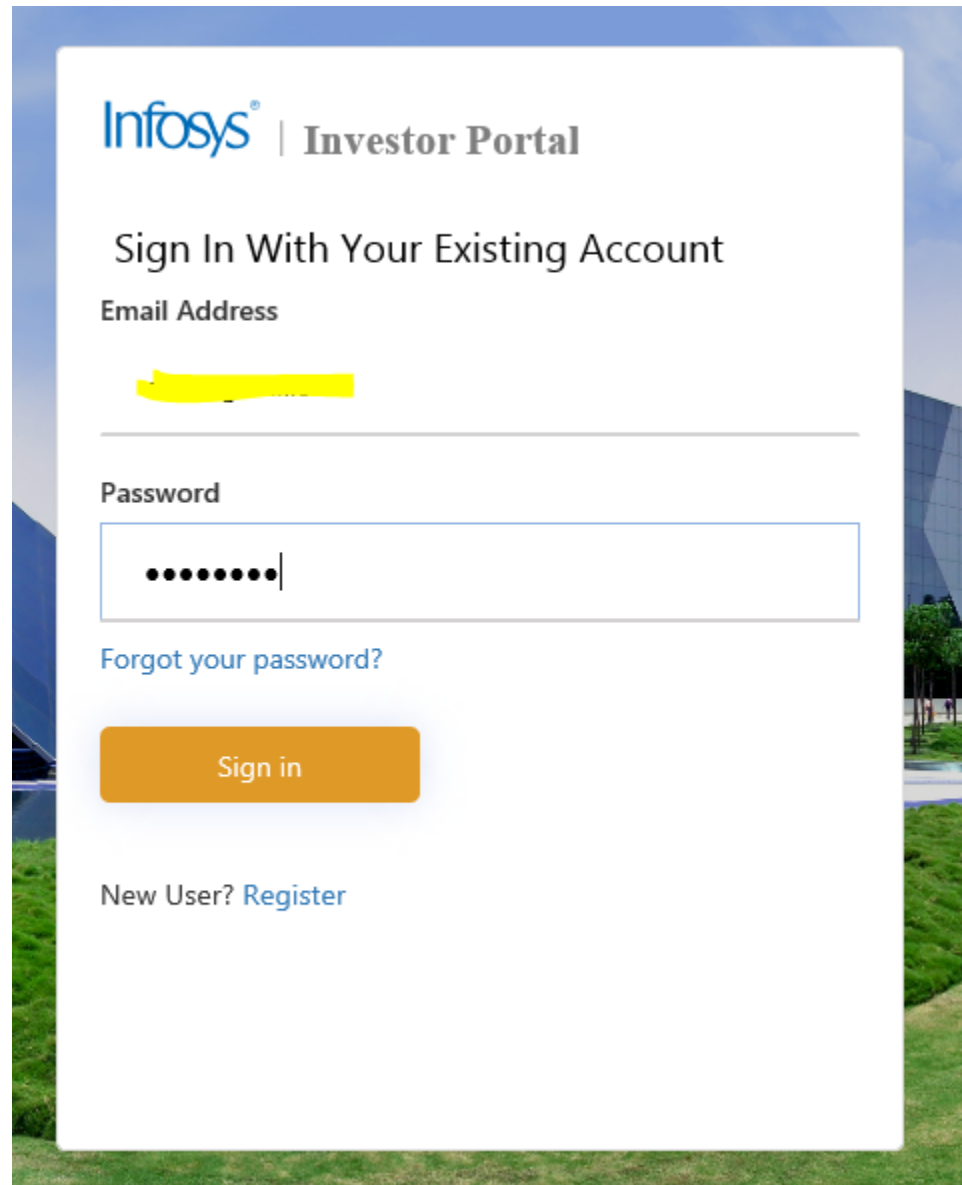
Once the email id & password provided, shareholder should click on “REGISTER” – see below image.

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



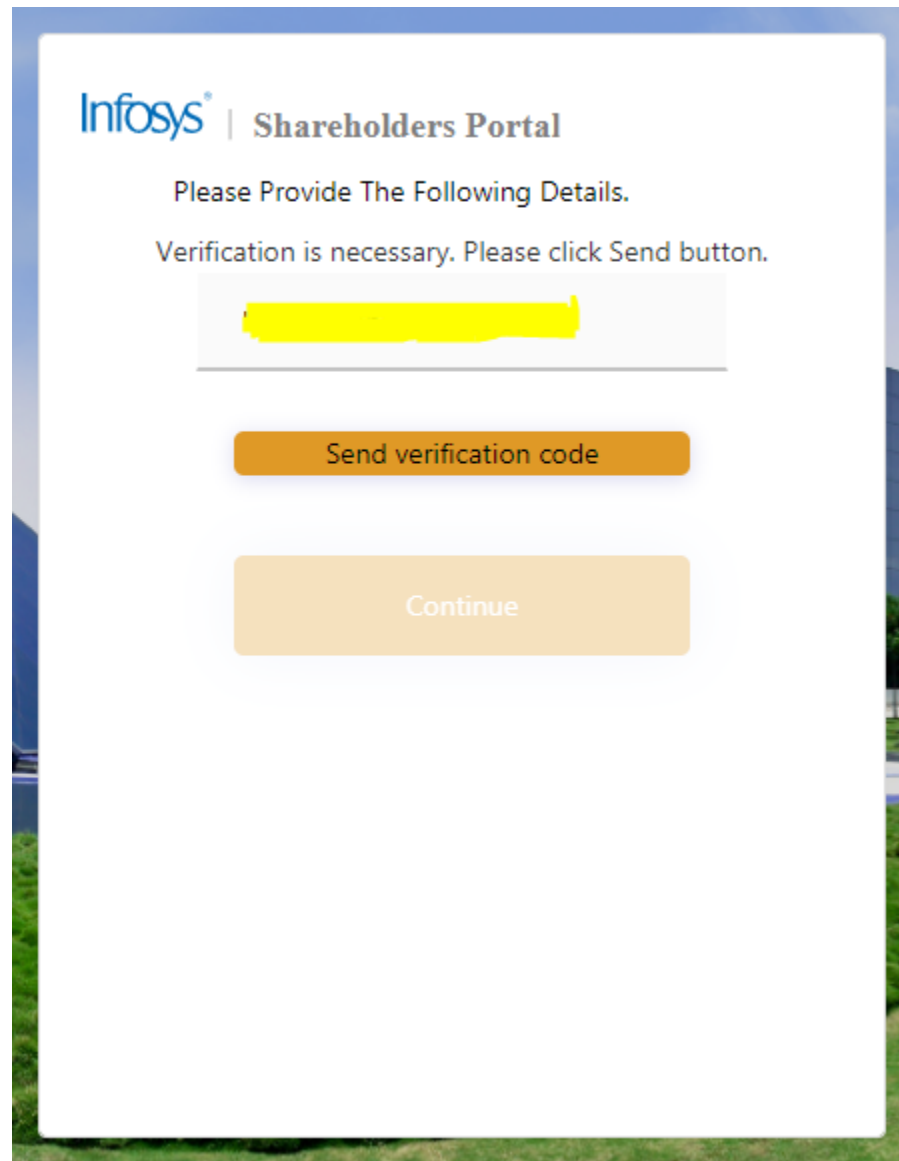
5. How to login into the Portal?

Answer: Once registration is complete, shareholder can visit the “**Shareholder portal**” link (Refer above point -3) and then can login (**Sign in**) into 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 the login page for the Infosys Investor Portal. The page has a white background with a blue header. The Infosys logo is on the left, followed by the text "Investor Portal". Below this, the heading "Sign In With Your Existing Account" is centered. 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, there is a link "Forgot your password?". A large orange button labeled "Sign in" is positioned below the "Forgot your password?" link. At the bottom, there is a link "New User? Register".

After clicking onto “Sign in “, shareholder will be directed to 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 send 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.



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.

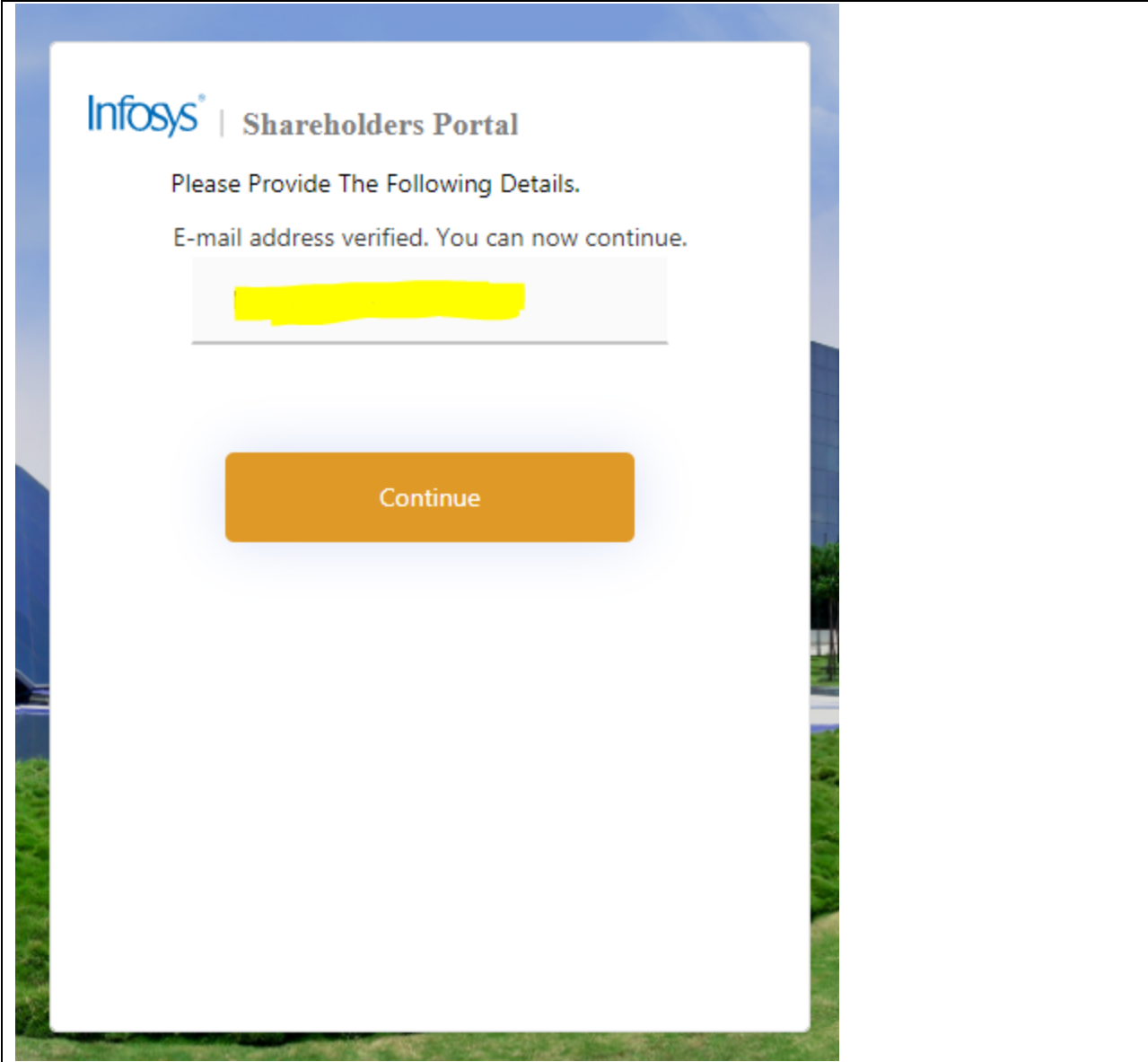
[Redacted]

Verify code

Send new code

Continue

Once the, email id is verified through verification code (OTP), shareholder will be directed to 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.

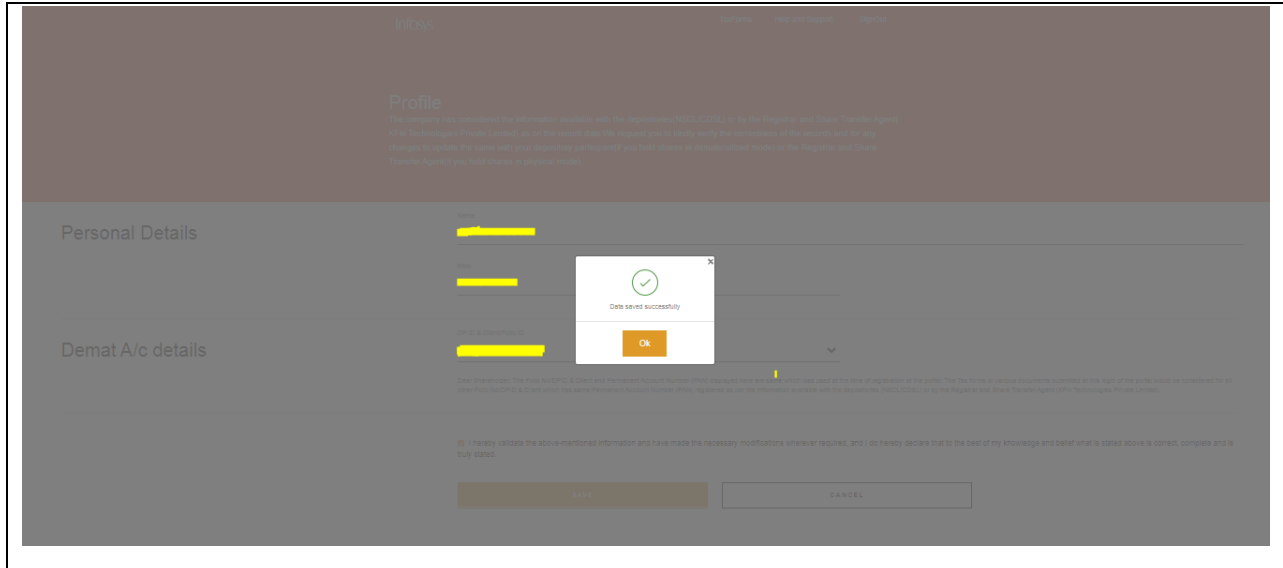
Kindly Note that the company has considered the information available with the depositories(NSDL/CDSL) or by the Registrar and Share Transfer Agent (KFin Technologies Private Limited) as on the record date. We request you to kindly verify the correctness of the records and for any changes to update the 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 -

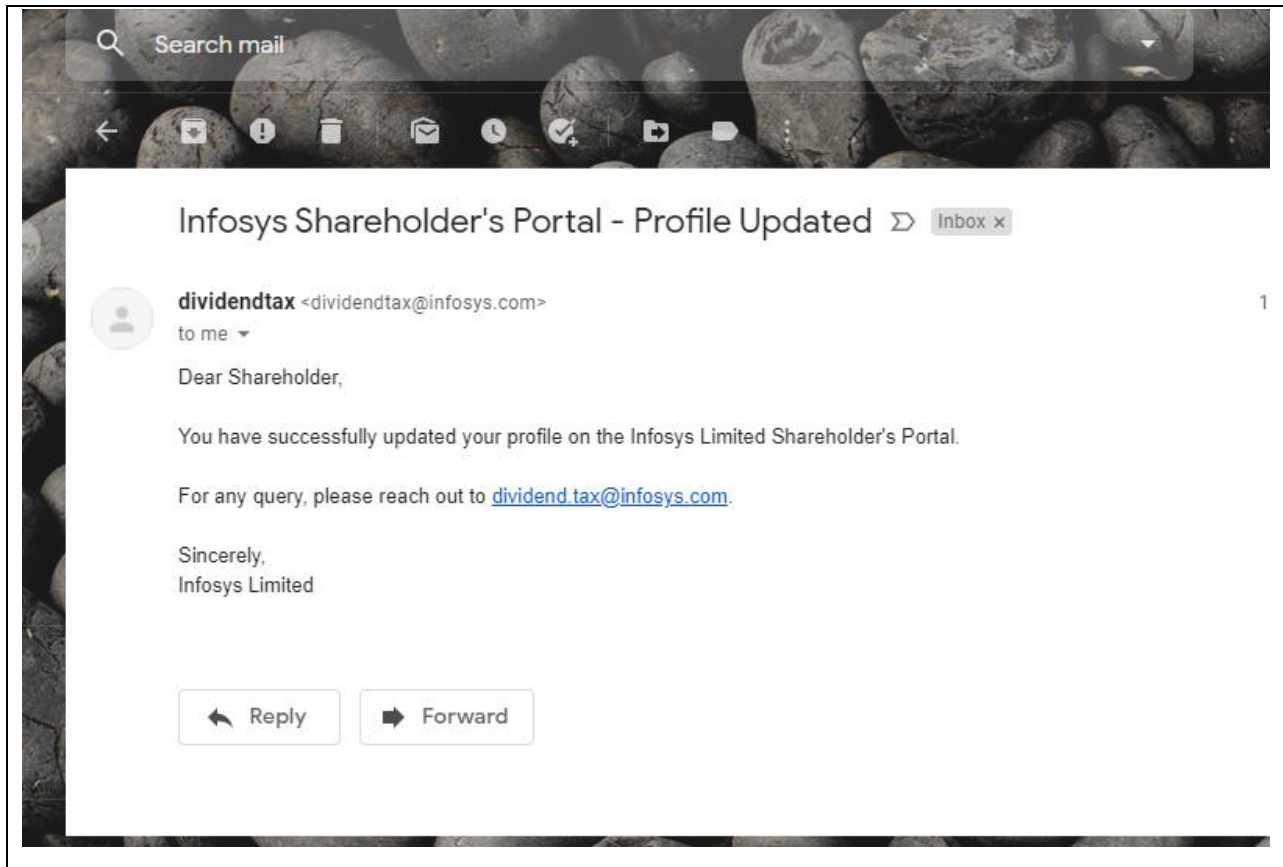
The screenshot shows the 'Profile' section of the Infosys portal. At the top, there is a navigation bar with 'Infosys', 'TaxForms', 'Help and Support', and 'SignOut'. Below this, the 'Profile' heading is followed by a disclaimer: 'The company has considered the information available with the depositories(NSDL/CDSL) 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 two sections: 'Personal Details' and 'Demat A/c details'. Under 'Personal Details', there are input fields for 'Name' and 'PAN', both containing redacted information. Under 'Demat A/c details', there is a dropdown menu for 'DP ID & Client/Folio ID' with a redacted value. Below the form, there is a checkbox labeled '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.' At the bottom, there are two buttons: 'SAVE' and 'CANCEL'.

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 between October 15, 2020 to October 28, 2020. No tax forms or tax documents will be considered after October 28, 2020.

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

The screenshot shows the Infosys 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, a message states: 'x documents will be considered after Oct 28, 2020. We request you to kindly take note of the same accordingly.' Underneath this message are three dropdown menus: 'Financial Year' (2020-2021), 'Dividend Cycle' (Interim Dividend of FY 2020-21), and 'Assessment Year' (2021-2022). The main content area is titled 'Things to do' and contains two columns. The left column is titled 'Upload tax forms' and lists three items: 'Form 15G', 'Lower Tax Deduction Certificate (LTDC)', and 'Form 15H', each with a right-pointing arrow. The right column is titled 'For queries' and contains the text 'Please contact dividend.tax@infosys.com'.

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

This screenshot is identical to the one above, showing the Infosys portal interface with the 'Things to do' section. It includes the same navigation bar, message, dropdown menus, and 'Upload tax forms' and 'For queries' columns. At the bottom of the page, there is a footer containing the text 'Copyright © 2020, Infosys', a recommendation 'For best experience, use edge, chromium, google chrome, firefox, android or iOS', and a link for 'Privacy Statement'.

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

Form 15G Any other declaration

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 2020-21 [REDACTED]
Nature Of Income Dividend	Section For Tax Deduction 194

Details of other Form 15G
filed with other entities
during the year 2020-21

Total Number Of Other Form 15G Filed With Other Entities [REDACTED]	Aggregate Income Of Other Form 15G For Other Entities For The Financial Year 2020-21 [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, 2021 relevant to the assessment year 2021-2022 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, 2021 relevant to the assessment year 2021-2022 will not exceed the maximum amount which is not chargeable to income-tax.

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

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 given 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 the FY 2020-21. Below fields need to filled in –

Form 15H

Any other declaration

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 2020-21

[Redacted]

Nature Of Income

Dividend

Section For Tax Deduction

194

Details of other Form 15H
filed with other entities
during the year 2020-21

Total Number Of Other Form 15H Filed With Other
Entities

[Redacted]

Aggregate Income Of Other Form 15H For Other
Entities For The Financial Year 2020-21

[Redacted]

Date Of Birth

[Redacted]



[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, 2021 relevant to the assessment year 2021-2022 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, 2021 relevant to the assessment year 2021-2022 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”** button as shown above.

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

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

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 have 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 *
Choose File 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.

SUBMIT CANCEL

A.4. Lower Tax Deduction Certificate (LTDC) – Shareholder can also submit LTDC if any obtained from Tax authority under the tab "Low Tax Deduction Certificate (LTDC)". LTDC document have 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 button. See image below

Lower Tax Deduction Certificate (LTDC) Any other declaration

Document Type
Lower Tax Deduction Certificate (LTDC)

Attach Document *
Choose File 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.

SUBMIT CANCEL

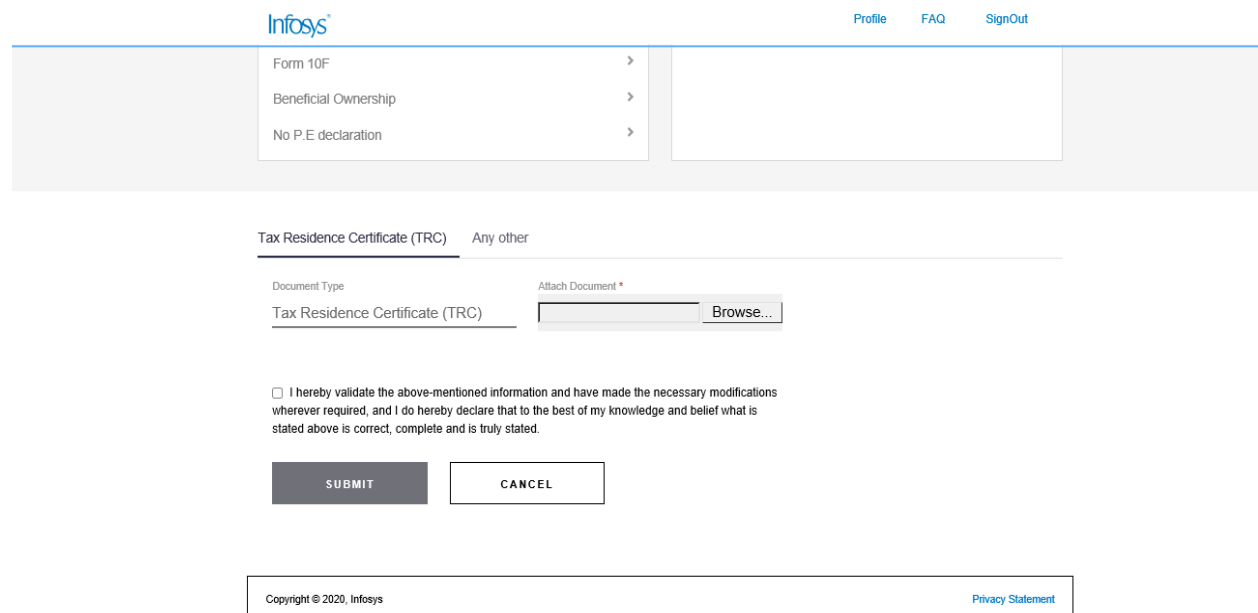
B. Tax Documents for non- resident Shareholder – A non-resident individual can submit below forms/documents (depending on the eligibility) as appearing into the upload tax forms

The screenshot shows the top portion of the Infosys portal. At the top left is the Infosys logo. On the right side, there are links for 'Profile', 'FAQ', and 'SignOut'. Below the header, a message states: 'Dear Shareholder, Kindly note that the portal shall be available for the shareholder to submit the tax forms or various tax documents between Ji'. Underneath this message, there are two dropdown menus: 'Financial Year' set to '2020-2021' and 'Assessment Year' set to '2021-2022'. The main content area is titled 'Things to do' and contains two columns. The left column is 'Upload tax forms' with a list of items: 'Lower Tax Deduction Certificate (LTDC)', 'Tax Residence Certificate (TRC)', 'Form 10F', 'Beneficial Ownership', and 'No P.E declaration', each with a right-pointing arrow. The right column is 'For queries' with the text 'Please contact dividend.tax@infosys.com'. At the bottom of the page, there is a footer with 'Copyright © 2020, Infosys' on the left and a 'Privacy Statement' link on the right.

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 function can be used –

This screenshot shows the 'Upload tax forms' section of the Infosys portal. At the top, there is the Infosys logo and links for 'Profile', 'FAQ', and 'SignOut'. The 'Things to do' section is visible, with the 'Upload tax forms' column selected. The list of items includes 'Lower Tax Deduction Certificate (LTDC)', 'Tax Residence Certificate (TRC)', 'Form 10F', 'Beneficial Ownership', and 'No P.E declaration'. Below this list, there are two tabs: 'Tax Residence Certificate (TRC)' (which is active) and 'Any other'. Under the 'Tax Residence Certificate (TRC)' tab, there is a 'Document Type' dropdown menu set to 'Tax Residence Certificate (TRC)'. To the right of this dropdown is an 'Attach Document' field with a 'Browse...' button.

After the applicable tax forms / tax documents/tax declarations, are uploaded, shareholder can submit by clicking on "SUBMIT" button. See image below

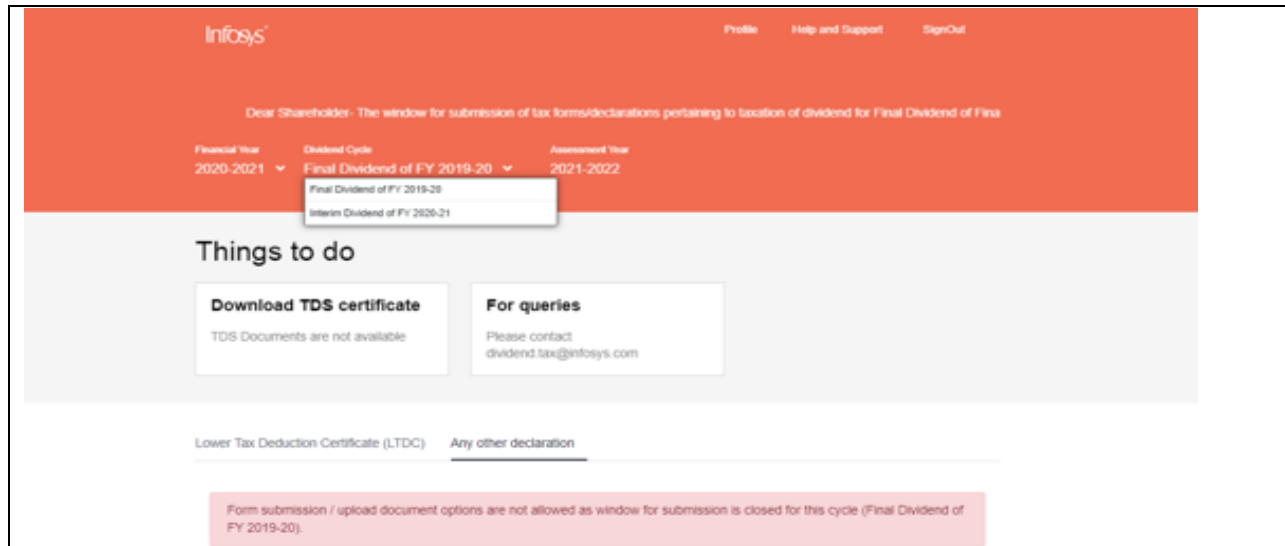


The screenshot shows the Infosys shareholder portal interface. At the top, the Infosys logo is on the left, and links for Profile, FAQ, and SignOut are on the right. Below the header, there is a list of document types: Form 10F, Beneficial Ownership, and No P.E declaration, each with a right-pointing arrow. The main content area is titled "Tax Residence Certificate (TRC) Any other". Under "Document Type", "Tax Residence Certificate (TRC)" is selected. To the right, there is an "Attach Document *" field with a "Browse..." button. Below this, 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." At the bottom of the form, there are two buttons: "SUBMIT" and "CANCEL". The footer contains "Copyright © 2020, Infosys" and a "Privacy Statement" link.

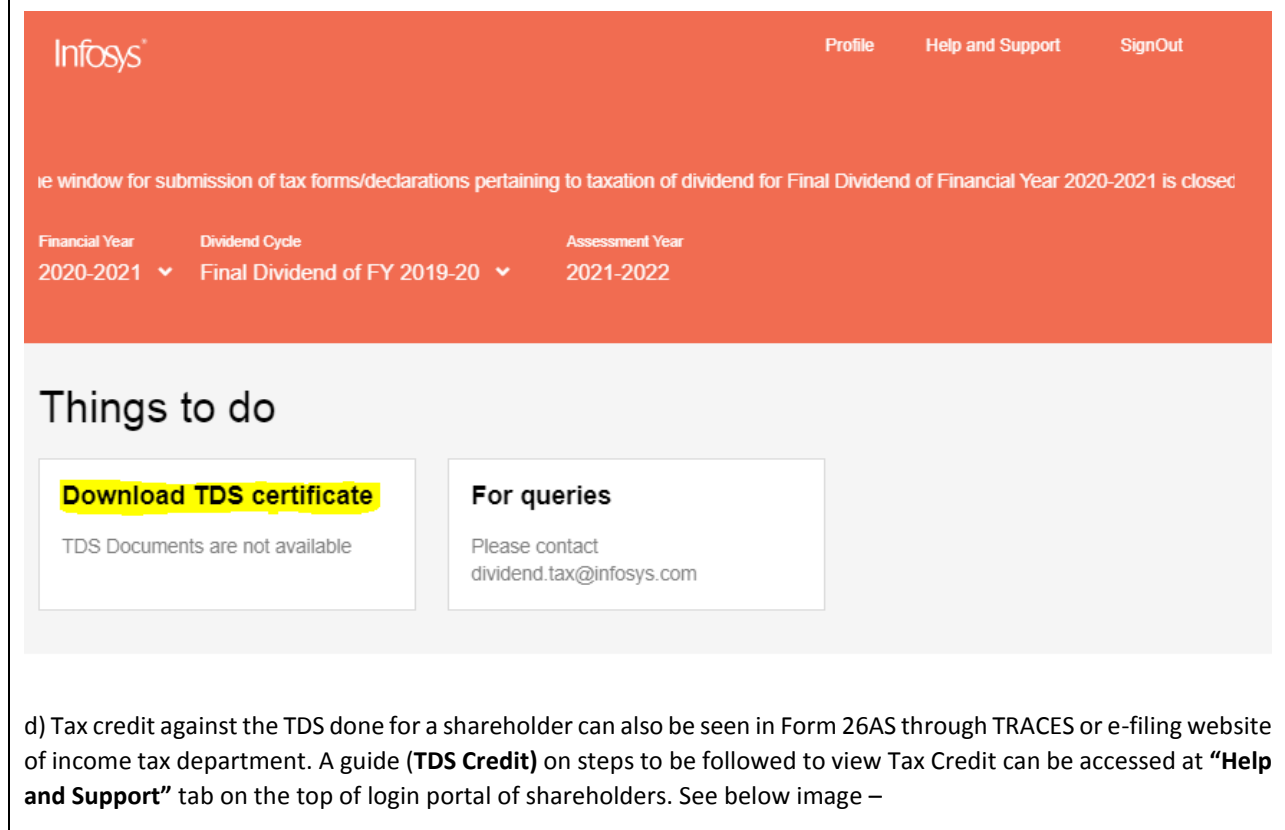
8. From where TDS certificate can be download or Tax credit can be viewed?

Answer: Shareholder for whom tax was deducted (i.e. TDS done) on payment of Final Dividend of FY 2019-20, 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 2019-20". See below image –



c) after selecting “Final Dividend of FY 2019-20” from drop down, shareholder will get new box below showing “Download TDS certificate” (See below image). Certificate can be downloaded from that -



d) Tax credit against the TDS done 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 –

Infosys[®] Profile [Help and Support](#) [FAQ](#) [TDS Credit](#) [SignOut](#)

The window for submission of tax forms/declarations pertaining to taxation of dividend for Final Dividend of Financial Year 2020-2021 is closed

Financial Year: 2020-2021 Dividend Cycle: Final Dividend of FY 2019-20 Assessment Year: 2021-2022

Things to do

Download TDS certificate

TDS Documents are not available

For queries

Please contact
dividend.tax@infosys.com

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 on web widget	<code><script async src='https://www.buildquickbots.com/gsui/js/embedScript/gs_wa_widget.js' data-appid='d364765a-7e6d-47d8-b002-955a7e2f1557' data-appname='InfosysDividendTaxAssist' data-source='WEB' data-env='PROD' data-lang='en_US'></script></code>	Once you have embedded this code in webapp (investor portal) , a user must click on this widget to initiate WhatsApp chat. It enables them to become opted-in as well as active user.
Click URL	https://signupforservices.com/whatsapp/optin/?bld=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.