

Ref: 06-07/ISS/ 35095/GC

May 12, 2006

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**All Registered Intermediaries of ISS
Administrators/ Executive Director of Participating Exchanges, Co-ordination
Officers at Participating Exchanges/Regional Administrative Offices**

Dear Sir / Madam,

Sub: Contact details of Citibank officials for delayed receipt of pay-out instruments

In continuation of our efforts to smoothen the Direct Dealing Business Model (D2BM) operations, we are attaching herewith the names and contact numbers of Citibank officials at the different locations whom the Registered intermediaries may contact in case of non-receipt / delayed receipt of pay-out instruments.

As a rule, the pay-out instruments should reach the Registered Intermediaries by the evening of R+1, where R is the day of making the request, at locations where Citibank is located. At other locations, these instruments should normally be received by the evening of R+2. Registered Intermediaries may contact their respective Citibank contacts in case there is any delay with respect to this schedule.

Registered Intermediaries are also requested to check in the I-BOS system under End Client Payout ---- Client Pay-out Report and ensure that the status of the request is marked as F (Final pay-out) before they contact the Citibank officials.

Yours faithfully,
For **ISE SECURITIES AND SERVICES LIMITED**

**GOVIND S CHAVAN
HEAD - OPERATIONS**