

## FAQ on Special Window Facility for Senior-Citizens of age 75 Years & above

1. What is Special Window Facility for Senior-Citizens of age 75 Years & above?

As a part of this facility, the claim filed by these claimant shall be auto-prioritized in MCA 21 system after receipt of e-verification report from the companies.

2. Is there some dedicated phone and email number for facilitation for this service?

Yes, for facilitation of these claimants, a dedicated telephone number 011-23441727 and email id [seniorcitizen.iepfa@mca.gov.in](mailto:seniorcitizen.iepfa@mca.gov.in) has been established by MCA.

Senior Citizen Claimants may contact the Bank at our helpline no 022-22740844.

3. How will system recognize claimants of age 75 years & above?

The system shall calculate the age from Date of Birth from the data filled in IEPF-5 web-form which shall be authenticated from PAN Database.

4. What facilitation shall be provided through the dedicated email id and telephone number?

It would be endeavored to answer all queries through telephone number and email id. However, it is requested to provide detailed query and contact number of claimant in the email and the claimant shall be contacted through phone subsequently.

5. Which email id and phone number should be provided in the email?

Email Id and Phone number of claimant as filled in web-form IEPF-5 must be provided and the Authority shall not be able to provide any information to any third party.

6. Will the authority be providing any facilitation in getting verification of claims from the company?

The Authority through a circular has requested the companies and their nodal officers to facilitate all such claimants in filing IEPF - 5 as well as file their e-verification report on priority in MCA 21. Companies have also been requested to provide dedicated facilitation to all such claimants.