

Dear Investor!!

**Subject: Prevention of Money Laundering**

Money laundering is a process of making dirty money clean. Money is moved around the financial system again and again in such manner that its origin gets hidden.

It involves complex chain of activities whereby huge amount of money generated from illegitimate activities viz. selling of narcotic drugs, extortion, corruption, illicit dealing in weapons, human trafficking, etc. is put through a series of process so that it comes out at the other end as clean and legal money. Terrorist organizations encourage money laundering to support their illegal acts.

It is important to note due to increased vigilance in the wake of threats emanating from increasing terrorism, any failure on our part to discharge the duties cast on us under the applicable laws or we becoming an instrumental or a part of the chain, even if unknowingly or ignorantly, may invite the trouble.

In order to fight against the money laundering and terrorist financing, the Prevention of Money Laundering Act (PMLA) was brought into force w.e.f. July 1, 2005 in India. Guidelines were also issued in the context of the recommendations made by the Financial Action Task Force on anti-money laundering standards, Compliance with these standards has become imperative for international financial relations.

PMLA is applicable to every intermediary registered with Securities & Exchange Board of India (SEBI), which includes a stock broker, depository participant, portfolio manager and any other intermediary associated with securities market.

As per the provisions of PMLA, the intermediaries are required to comply with Know Your Client (KYC) norms, conduct ongoing client due diligence to ensure that the activity being conducted in any account is consistent with the intermediary's knowledge of the client, its business and risk profile.

In light of the above, you are requested to provide the information or documents evidencing source of funds, income tax returns, bank records, demat holding, etc. at the time of registration as a client with us or subsequently whenever asked for during the course of your dealings with us.

Website : [www.dealmoneyonline.com](http://www.dealmoneyonline.com)

Compliance Officer Name : Anil Bapardekar : Phone No. (91 22) 4148 2270; Email id : [anil.bapardekar@dealmoney.in](mailto:anil.bapardekar@dealmoney.in)

Director: Mr. Dinakara Devadiga / Anil Bapardekar Phone No. (91 22) 4184 2269 / 4184 2270; Email Id : [dinakara.devadiga@dealmoney.in](mailto:dinakara.devadiga@dealmoney.in) / [anil.bapardekar@dealmoney.in](mailto:anil.bapardekar@dealmoney.in).

For any grievance/dispute please contact Dealmoney Commodities Private Limited at the given address or email at [grievance@dealmoney.in](mailto:grievance@dealmoney.in) for Broking and DP related grievance/dispute) or call at Phone No. (91 22) 41842287

In case you are not satisfied with the response, please contact the concerned exchange(s) and/or

Depository(ies) :

NSE - email id : [ignse@nse.co.in](mailto:ignse@nse.co.in) ; Phone no. 18002660058

BSE - email id : [is@bseindia.com](mailto:is@bseindia.com) ; Phone no. (91 22) 2272 8097 / 8517

MSEI - email id : [investorcomplaints@msei.in](mailto:investorcomplaints@msei.in) ; Phone no. (91 22) 6112 9028

NCDEX - email id : [askus@ncdex.com](mailto:askus@ncdex.com) / [ig@ncdex.com](mailto:ig@ncdex.com) ; Phone No. (91 22) 6640 6608 / 6640 6789

MCX - email id : [grievance@mcxindia.com](mailto:grievance@mcxindia.com) ; Phone No. (91 22) 6731 8888 / 6649 4070

CDSL - email id : [complainants@cdslindia.com](mailto:complainants@cdslindia.com) ; Phone No. (022) 2302 3333 /1800 22 5533

NSDL - email id : [relations@nsdl.co.in](mailto:relations@nsdl.co.in) ; Phone No. (022) 2499 4200 /1800 222 990

SEBI Scores - website : <https://scores.sebi.gov.in> ; Phone no. 18002667575 / 1800227575

**SARAL**
**ACCOUNT OPENING FORM FOR RESIDENT INDIVIDUALS TRADING IN CASH SEGMENT**
**I KYC - Please fill this form in BLOCK LETTERS.**
**A. IDENTITY DETAILS**

- Name of the Applicant: \_\_\_\_\_
- Father's/ Spouse Name: \_\_\_\_\_
- a. Gender: Male/ Female b. Marital status: Single/ Married c. Date of birth: \_\_\_\_ (dd/mm/yyyy)
- Nationality: \_\_\_\_\_
- a. PAN: \_\_\_\_\_ b. Aadhaar Number, if any: \_\_\_\_\_
- Specify the proof of Identity submitted: \_\_\_\_\_

**PHOTOGRAPH**

Please affix your recent passport size photograph and sign across it

**B. ADDRESS DETAILS**

- Residence/ Correspondence Address: \_\_\_\_\_ City/town/village: \_\_\_\_\_  
Pin Code: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_
- Contact Details: Tel. (Off.) \_\_\_\_\_ Tel. (Res.) \_\_\_\_\_ Mobile No.: \_\_\_\_\_ Fax: \_\_\_\_\_ Email id: \_\_\_\_\_
- Permanent Address (if different from above address): \_\_\_\_\_  
City/town/village: \_\_\_\_\_ Pin Code: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_
- Specify the proof of address submitted for residence/correspondence /permanent address: \_\_\_\_\_

**DECLARATION**

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

\_\_\_\_\_ Signature of the Applicant Date: \_\_\_\_ (dd/mm/yyyy)

☐ Originals verified and Self-Attested Document copies received (.....)

 Name & Signature of the Authorised Signatory  
 Seal/Stamp of the intermediary

Date .....

**II OTHER DETAILS:**
**1. Bank account details:**

Bank Name	Branch address	Bank account no.	Account Type: Saving/Current/	MICR Number	IFSC code

**2. Demat account details: (In case the client does not have DP account, this column may be crossed)**

DP name	NSDL/CDSL	Beneficiary name	DP ID	BO ID

**3. Whether DP account is also to be opened with the same intermediary (Yes/No)**
**4. Trading Preferences: Please sign the relevant boxes where you wish to trade.**

Exchange	Sign	Exchange	Sign	Exchange	Sign
NSE		BSE		MCX-SX	

**5. Mode of receiving Contract Note/ Statement of Account: Physical / Electronic (Please indicate your preference).....**
**6. Standing instructions to receive credits automatically into my BO account (Yes/No)**
**7. Nomination details (Name, PAN, Address and Phone no. of nominee); relationship with the nominee (If nominee is a minor, details of Guardian like name, address, phone no. and signature of Guardian may be obtained)**

I have understood the contents of policy and procedures document, tariff sheet, 'Rights and Obligations' document and 'Risk Disclosure Document'. I do hereby agree to be bound by such provisions as outlined in these documents. I have also been informed that the standard set of documents has been displayed for information on stock broker's designated website.

Signature of the Applicant

Date: \_\_\_\_\_(dd/mm/yyyy)

**FOR OFFICE USE ONLY**

UCC Code allotted to the Client: -----

DP name	NSDL/CDSL	Beneficiary name	DP ID	BO ID

	Documents verified with Originals	Client Interviewed By	In-Person Verification done by
Name of the Employee			
Employee Code			
Designation of the employee			
Date			
Signature			

I / We undertake that I/we have made the client aware of 'Policy and Procedures', tariff sheet. I/We have also made the client aware of 'Rights and Obligations' document (s), RDD and Guidance Note. I/We have given/sent him a copy of all the KYC documents. I/We undertake that any change in the 'Policy and Procedures', tariff sheet would be duly intimated to the clients. I/We also undertake that any change in the 'Rights and Obligations' and RDD would be made available on my/our website, if any, for the information of the clients.

If the client chooses to avail the demat facility from the same stock broker who is also a depository participant, the stock broker may use the same form and provide the details of the demat account opened for the said client to the client while providing a copy of the KYC documents.

.....

**Signature of the Authorised Signatory**

**Date** .....

**Seal/Stamp of the stock broker**

**NOTE:** This form is applicable for individual investors trading in the cash segment. If such investors wish to trade in segments other than cash segment and / or wish to avail facilities such as internet trading, running account, margin trading, Power of Attorney etc., they may furnish additional details required as per prescribed regulations to the concerned intermediary.

Schedule of Charges			
Sr. No.	Fees Head	DP Charges	
		Category	Charges
	Annual Maintenance Charges (AMC) (Levied on Quarterly Basis) Basic Services Demat Account-BSDA (Only for Individual having one Demat Account): A. If Holding value is at any date is up to Rs. 4 Lacs(Debt and other than Debt). B. If Holding Value at any date is more than Rs. 4 Lacs but upto 10 Lacs. C. AMC for Normal Account-Individual payable in advance on an Annual basis. 1 d. AMC for Normal Account: Rs. 750/- for Individual payable in advance on an	BSDA <input type="checkbox"/>	A. Nil B. Rs. 100/p.a C. Rs. 300/- p.a D. Rs. 750/-p.a
2	Dematerialisation: Rs. 5/- per certificate plus Rs. 50/- per request. - Rs. 50/- Per Rejection request		
	<b>Rematerialisation:</b> Remat: Rs. 12/- per 100 Securities or part Quantity or Rs. 12/- per Certificate whichever is higher. Restat-SOA / Redemption: 3 1. For Conversion of Mutual Fund (MF) units into SOA (Statement of Account)- Rs. 20/- per Transaction.		
4	Market Transaction (Sell): 0.04% of the market Value of Securities or Rs. 20/- per ISIN which ever is higher.		
5	Off Market Transaction (Sell): 0.04% of the market Value of Securities or Rs. 20/- per ISIN which ever is higher.		
	Normal Pledge Creation/Closure/Invocation: 0.04% of the Market Value of Securities or Rs.30/- per ISIN which ever is higher. Margin Pledge Creation/Closure / Invocation: Rs. 10/- Per ISIN 6 Margin Repledge/Re-Unpledge: Rs. 1/- per ISIN.		
7	Re-Issuance of DIS Booklet: Rs. 50/- per booklet and Rs. 50/- Courier Charges		
	Additional Account Statements: Non BSDA for Individual/HUF/Corporate. For NRI/Foreign Nationals (at Indian Address) For NRI/Foreign Nationals (at Foreign Address) Physical Statement (for BSDA client-Two Statement will be provided free of cost in 8 billing Cycle)		Rs. 40/- Per Statement. Rs. 1000- Per Statement. Rs. 1000- Per Statement.
Note:	All Depository Charges will be debited to client's trading account. Client who do not have their trading account, advised to pay the charges before the due date.		
	Non payment of DP due will attract applicable delayed payment charges. Any other Services, which is not mentioned above, will be informed and charged separately. Dealmoney Commodities Private Limited may suspend or freeze the Depository Services of the account holder for non-payment of outstanding bill after giving notice of 30 days. For Basic Service Demat Account: If the value of the demat holding is exceeds the prescribed criteria at any point of time Dealmoney Commodities Private Limited may levy charges as applicable to normal account (non-BSDA) from that date onwards. All market instrucion for transfer of shares must be received latest by 4.00pm for for next day's payin i.e prior to the payin date as per SEBI guidelines. Any payin instruction submitted on payin date will be executed on best effort basis. All off market intruction for transfer of shares must be received at least 24 hours before the exection date. Late Instruction would be accepted at the account holder's sole Risk and Responsibility.		
	I/We have read and understood the "Schedule of Charges" prescribed above and agree to abide by the same. Signature of Account Holders:		
	First/Sole Holder:		
	Second Holder:		
	Third Holder:		

## **RIGHTS AND OBLIGATIONS OF BENEFICIAL OWNER AND DEPOSITORY PARTICIPANT AS PRESCRIBED BY SEBI AND DEPOSITORIES**

### **General Clause**

1. The Beneficial Owner and the Depository participant (DP) shall be bound by the provisions of the Depositories Act, 1996, EBI (Depositories and Participants) Regulations, 1996, Rules and Regulations of Securities and Exchange Board of India (SEBI), Circulars/Notifications/Guidelines issued there under, Bye Laws and Business Rules/Operating Instructions issued by the Depositories and relevant notifications of Government Authorities as may be in force from time to time.
2. The DP shall open/activate demat account of a beneficial owner in the depository system only after receipt of complete Account opening form, KYC and supporting documents as specified by SEBI from time to time.

### **Beneficial Owner information**

3. The DP shall maintain all the details of the beneficial owner(s) as mentioned in the account opening form, supporting documents submitted by them and/or any other information pertaining to the beneficial owner confidentially and shall not disclose the same to any person except as required by any statutory, legal or regulatory authority in this regard.
4. The Beneficial Owner shall immediately notify the DP in writing, if there is any change in details provided in the account opening form as submitted to the DP at the time of opening the demat account or furnished to the DP from time to time.

### **Fees/Charges/Tariff**

5. The Beneficial Owner shall pay such charges to the DP for the purpose of holding and transfer of securities in dematerialized form and for availing depository services as may be agreed to from time to time between the DP and the Beneficial Owner as set out in the Tariff Sheet provided by the DP. It may be informed to the Beneficial Owner that "no charges are payable for opening of demat accounts"
6. In case of Basic Services Demat Accounts, the DP shall adhere to the charge structure as laid down under the relevant SEBI and/or Depository circulars/directions/notifications issued from time to time.
7. The DP shall not increase any charges/tariff agreed upon unless it has given a notice in writing of not less than thirty days to the Beneficial Owner regarding the same.

### **Dematerialization**

8. The Beneficial Owner shall have the right to get the securities, which have been admitted on the Depositories, dematerialized in the form and manner laid down under the Bye Laws, Business Rules and Operating Instructions of the depositories.

### **Separate Accounts**

9. The DP shall open separate accounts in the name of each of the beneficial owners and securities of each beneficial owner shall be segregated and shall not be mixed up with the securities of other beneficial owners and/or DP's own securities held in dematerialized form.
10. The DP shall not facilitate the Beneficial Owner to create or permit any pledge and /or hypothecation or any other interest or encumbrance over all or any of such securities submitted for dematerialization and/or held in demat account except in the form and manner prescribed in the Depositories Act, 1996, SEBI (Depositories and Participants) Regulations, 1996 and Bye-Laws/Operating Instructions/Business Rules of the Depositories.

### **Transfer of Securities**

11. The DP shall effect transfer to and from the demat accounts of the Beneficial Owner only on the basis of an order, instruction, direction or mandate duly authorized by the Beneficial Owner and the DP shall maintain the original documents and the audit trail of such authorizations.
12. The Beneficial Owner reserves the right to give standing instructions with regard to the crediting of securities in his demat account and the DP shall act according to such instructions.

### **Statement of account**

13. The DP shall provide statements of accounts to the beneficial owner in such form and manner and at such time as agreed with the Beneficial Owner and as specified by SEBI/depository in this regard.
14. However, if there is no transaction in the demat account, or if the balance has become Nil during the year, the DP shall send one physical statement of holding annually to such BOs and shall resume sending the transaction statement as and when there is a transaction in the account.
15. The DP may provide the services of issuing the statement of demat accounts in an electronic mode if the Beneficial Owner so desires. The DP will furnish to the Beneficial Owner the statement of demat accounts under its digital signature, as governed under the Information Technology Act, 2000. However if the DP does not have the facility of providing the statement of demat account in the electronic mode, then the Participant shall be obliged to forward the statement of demat accounts in physical form.
16. In case of Basic Services Demat Accounts, the DP shall send the transaction statements as mandated by SEBI and/or Depository from time to time.

### **Manner of Closure of Demat account**

17. The DP shall have the right to close the demat account of the Beneficial Owner, for any reasons whatsoever, provided the DP has given a notice in writing of not less than thirty days to the Beneficial Owner as well as to

the Depository. Similarly, the Beneficial Owner shall have the right to close his/her demat account held with the DP provided no charges are payable by him/her to the DP. In such an event, the Beneficial Owner shall specify whether the balances in their demat account should be transferred to another demat account of the Beneficial Owner held with another DP or to rematerialize the security balances held.

18. Based on the instructions of the Beneficial Owner, the DP shall initiate the procedure for transferring such security balances or rematerialize such security balances within a period of thirty days as per procedure specified from time to time by the depository. Provided further, closure of demat account shall not affect the rights, liabilities and obligations of either the Beneficial Owner or the DP and shall continue to bind the parties to their satisfactory completion.

#### Default in payment of charges

19. In event of Beneficial Owner committing a default in the payment of any amount provided in Clause 5 & 6 within a period of thirty days from the date of demand, without prejudice to the right of the DP to close the demat account of the Beneficial Owner, the DP may charge interest at a rate as specified by the Depository from time to time for the period of such default.
20. In case the Beneficial Owner has failed to make the payment of any of the amounts as provided in Clause 5&6 specified above, the DP after giving two days notice to the Beneficial Owner shall have the right to stop processing of instructions of the Beneficial Owner till such time he makes the payment along with interest, if any.

#### Liability of the Depository

21. As per Section 16 of Depositories Act, 1996,

1. Without prejudice to the provisions of any other law for the time being in force, any loss caused to the beneficial owner due to the negligence of the depository or the participant, the depository shall indemnify such beneficial owner.
2. Where the loss due to the negligence of the participant under Clause (1) above, is indemnified by the depository, the depository shall have the right to recover the same from such participant.

#### Freezing/ Defreezing of accounts

22. The Beneficial Owner may exercise the right to freeze/defreeze his/her demat account maintained with the DP in accordance with the procedure and subject to the restrictions laid down under the Bye Laws and Business Rules/Operating Instructions.
23. The DP or the Depository shall have the right to freeze/defreeze the accounts of the Beneficial Owners on receipt of instructions received from any regulator or court or any statutory authority.

#### Redressal of Investor grievance

24. The DP shall redress all grievances of the Beneficial Owner against the DP within a period of thirty days from the date of receipt of the complaint.

#### Authorized representative

25. If the Beneficial Owner is a body corporate or a legal entity, it shall, along with the account opening form, furnish to the DP, a list of officials authorized by it, who shall represent and interact on its behalf with the Participant. Any change in such list including additions, deletions or alterations thereto shall be forthwith communicated to the Participant.

#### Law and Jurisdiction

26. In addition to the specific rights set out in this document, the DP and the Beneficial owner shall be entitled to exercise any other rights which the DP or the Beneficial Owner may have under the Rules, Bye Laws and Regulations of the respective Depository in which the demat account is opened and circulars/notices issued there under or Rules and Regulations of SEBI.
27. The provisions of this document shall always be subject to Government notification, any rules, regulations, guidelines and circulars/ notices issued by SEBI and Rules, Regulations and Bye-laws of the relevant Depository, where the Beneficial Owner maintains his/ her account, that may be in force from time to time.
28. The Beneficial Owner and the DP shall abide by the arbitration and conciliation procedure prescribed under the Bye-laws of the depository and that such procedure shall be applicable to any disputes between the DP and the Beneficial Owner.
29. Words and expressions which are used in this document but which are not defined herein shall unless the context otherwise requires, have the same meanings as assigned thereto in the Rules, Bye-laws and Regulations and circulars/notices issued there under by the depository and /or SEBI
30. Any changes in the rights and obligations which are specified by SEBI/Depositories shall also be brought to the notice of the clients at once.
31. If the rights and obligations of the parties hereto are altered by virtue of change in Rules and regulations of SEBI or Bye-laws, Rules and Regulations of the relevant Depository, where the Beneficial Owner maintains his/ her account, such changes shall be deemed to have been incorporated herein in modification of the rights and obligations of the parties mentioned in this document.



Sole / First Holder



Second holder



Third Holder

## DEALMONEY POLICIES AND PROCEDURES

### **Policies and Procedures for Risk Containment and other Operational & Compliance matters**

The underlying document outlines various policies and procedures DEALMONEY COMMODITIES Private Limited has

framed with respect to its dealing with clients for capital market transactions to ensure transparency and facilitate understanding on various aspects related to service delivery. Kindly note that the below stated policies and procedures are subject to change from time to time; depending upon our clients internal risk management framework, market and external environment; and clients can refer the company's website for the updated documents the changes will be intimated to the client apart from being published on website.  
DEALMONEY

#### **1. Policy for Refusal of orders for penny stocks etc:**

Generally, DEALMONEY COMMODITIES Private Limited (hereinafter referred to as DEALMONEY or Company interchangeably ) alerts clients to desist from trading in any penny stocks in view of the associated risk element while dealing in such stocks. Further, the client is also required to adhere to Exchange/ Members guidelines and due diligence while trading in such stocks. Also SEBI/Exchange from time to time issues directives

necessitating additional due diligence for dealing in such stock(s).

set In the view of above Client may please note that the Company may restrict trading in penny stocks/ illiquid Securities and derivatives contracts by the clients at its discretion. Penny Stocks/ Illiquid Securities and derivatives contracts for this purpose shall mean those stocks / contracts which are highly illiquid and have a low Such market capitalization due to unsound fundamentals or of stocks / contracts which have high chances of price various manipulations according to DEALMONEY. The Exchanges factors like market from time to time also circulates a list of Illiquid financial status of the client.

Securities. DEALMONEY may at its discretion and/or based on directives of the Exchanges also restrict trading in such illiquid securities.

Please note that DEALMONEY does not permit trade in securities placed in the Z group however company may permit such trades on exceptional basis. Further Intraday trading in securities in the T, TS, BE or such other group as may be notified by Exchanges/

conditions and internal policies it deems fit for restriction i.e. DEALMONEY reserves right to disable/restrict trading in such securities or contracts, which it finds suspicious on a case to case basis.

Company may for this purpose, introduce online blocks to prevent clients from placing orders in penny stocks, securities and illiquid contracts through the Online Trading Platform of DEALMONEY. Dealers/sub brokers of DEALMONEY may refuse to execute orders of the for trading in such stocks, securities and contracts. Further in case the client succeeds in placing order in penny stocks, securities and illiquid contracts through the Online Trading Platform or otherwise,

may at any time cancel any such order before execution on the Exchanges.

Company shall not be liable for any refusal/cancellation of orders for trading in penny stocks, illiquid securities and illiquid contracts and/or any other security restricted by it. Further Client shall indemnify the Company in respect of any loss caused to the Company by virtue of the Client's trading in any of the above restricted category of securities and contracts.

#### **2. SETTING UP OF CLIENT'S EXPOSURE LIMITS**

DEALMONEY may for the purpose of risk management exposure limits subject to which the Client may trade in securities/take positions in the futures and options segment. Such exposure limits may be set upto a pre-determined number of times of the Margin (the "Multiple") and the quantum of the Multiple shall be decided at sole option or discretion of DEALMONEY.

multiple may be changed any time at the discretion DEALMONEY from client to client depending on factors which inter alia include conditions, client profile and

Client shall abide by the exposure limits, if any, set by DEALMONEY or by the Exchange or Clearing Corporation or SEBI from time to time.

The exposure limits set by DEALMONEY do not create any right in favor of Client and can be withdrawn at any time without notice and the Company shall not be liable to client for loss incurred if any, on account of withdrawal of such limits. The client agrees to compensate

DEALMONEY from time to time shall be prohibited.

any

In addition to the penny stocks, restricted securities/  
deemed penny stocks, illiquid securities and derivatives  
contracts specified by Exchanges from time to time  
to DEALMONEY may at its discretion, prohibit trading in such  
securities and contracts, which based on market

DEALMONEY in the event of DEALMONEY suffering

loss, harm or injury on account of exposure given to  
and/or withdrawn from the Client.

Exposure may (at the discretion of DEALMONEY and  
the extent decided by DEALMONEY from time to time) inter  
alia be provided on the following:



- a) Cash balance in the ledger to the credit of the Client (after deduction of all withdrawals by the Client).
- b) Any Online funds transfer or hold amount through bank gateway.
- c) Beneficiary holdings and collateral holdings (after deduction of applicable hair cuts, hair cut subject to a minimum of 30% haircut or rate as per VAR file whichever is more or such other rate as may be decided by the Company from time to time).
- d) DP free stock and beneficiary stock (after deduction of applicable hair cuts, hair cut subject to a minimum of 30% haircut or rate as per VAR file whichever is more or such other rate as may be decided by DEALMONEY from time to time).
- e) Credit received against sale of securities, provided securities are not given for Early pay in.

- f) Margin amount of open positions (in case of derivatives)

In case of sale of Securities, such sale may at the discretion of DEALMONEY be provided only to the extent of the availability of securities to the account of the client (DP free Stock, DP lien/hold marked securities, beneficiary and collateral stock).

Further as may be decided by DEALMONEY from time to time, the credit received against sale may be used for client(s) further purchases to such extent as may be decided and allowed by DEALMONEY from time to time.

Limits/Exposure provided shall/may vary based on the intraday profit /loss made by the client. All MTM losses are required to be received as payments only and cannot be adjusted

### 3. BROKERAGE RATES

The brokerage would be charged to the clients based on the rates mutually agreed upon from time to time, subject to the ceilings prescribed by the exchanges / SEBI.

### 4. PENALTY/ DELAYED PAYMENT CHARGES

DEALMONEY may levy late payment charges to the clients who have not cleared their dues towards settlement / margin obligations within the time prescribed by the exchanges from time to time at the rate of 21% p.a. till the dues are cleared. Where DEALMONEY has accepted securities with appropriate hair cut for margin purpose (in collateral account), but has to deploy its own funds for meeting margin requirements of the client at the Exchange then DEALMONEY may levy interest or delayed payment charge on the funded margin / debit balance at rate mentioned herein above or as specified from time to time. Further where the stock broker has to pay any fine

with / as a consequence of / in relation to any of the orders/ trades/ deals / actions of the client, the same shall be borne by the client. The Company would pay interest @ 12 % per annum for any delay in payment beyond 24 hours of payout request. However, the Company shall not be liable to pay interest to the Client for any delay for any request under protest or for disputed amount or if there is any default in the Client's account.

### 5. RIGHT TO SELL CLIENTS SECURITIES OR CLOSE CLIENTS POSITIONS, WITHOUT GIVING NOTICE TO THE CLIENT ON ACCOUNT OF NON PAYMENT OF DUES. (LIMITED TO SETTLEMENT/MARGIN OBLIGATIONS)

The Client agrees that DEALMONEY would have the discretion to square off the position of the Client, with no obligation of communicating the same to the Client, in

following circumstances:

- a) In case of intra-day Margin Trades, if the open position is neither squared off nor converted to Delivery by Client(s) by 3:10 pm .
- b) In case of Margin Trades, where Mark to Market loss on the open position has reached the stipulated percent (as per the risk policy available on the company's website the margins placed with DEALMONEY and the
- c) In all other cases where the margin or security placed by the Client(s) falls short of the requirement or the limits given to the Client(s) have been breached .
- d) Where the Client(s) have defaulted on their existing obligation/ failed to make payments/deliver securities to

DEALMONEY within the stipulated time .

The Client accepts to comply with DEALMONEY's requirement of payment of Margin/settlement obligations of the Client, immediately, failing which DEALMONEY may sell, dispose, transfer or deal in any other manner the securities already placed with it as Margin/lying in the beneficiary account of DEALMONEY and/or demat account of client with DEALMONEY (operated under POA by DEALMONEY) or square-off all or some of the outstanding F&O positions of the Client as it deems fit at its sole discretion without further reference to the Client and any resultant or associated losses that may occur due to such square -off/sale shall be borne by the Client and DEALMONEY shall be fully indemnified and held harmless by the Client in this behalf at all times. Any reference in these terms to sale or transfer

of  
or bear any punishment from any authority in connection

securities by DEALMONEY shall be deemed to include

sale of securities which form part of the Margin maintained by the Client with DEALMONEY.

In exercise of DEALMONEY's right to sell securities, the Client agrees that the choice of specific securities to be sold shall be solely at DEALMONEY's discretion without any reference to client.

Such liquidation or close out of positions shall apply to any segment/ exchange in which the Client does business with EALMONEY.

The provisions specified herein do not confer any liability 2024) on DEALMONEY to square off the clients positions. It shall be the responsibility of the client to pay to DEALMONEY any due payable to DEALMONEY irrespective of whether DEALMONEY exercises its right to square off the positions of the client in accordance with the provisions given

herein above. Further, as mentioned above Client shall be liable to pay delayed interest on the outstanding amount.

DEALMONEY reserves the right to set the threshold limits for liquidation of client's positions, available securities. Such threshold limits will be communicated periodically from time to time orally, and /or through emails, written correspondences, or through its trading terminals, branch representative, website etc. However, in the event of extreme volatility and/or client's open (outstanding) position resulting in mark to market losses beyond DEALMONEY thresholds any time during a trading session, and /or clients positions or collateral being not saleable, thereby forcing DEALMONEY to liquidate any of the client's available positions and collateral, same shall

be done by DEALMONEY during the course of a trading session without recourse to the client.

## 6. SHORTAGES IN OBLIGATIONS ARISING OUT OF NETTING

If the client defaults on its existing obligation and in the the event the trade has been internally netted off by DEALMONEY, DEALMONEY shall have the right to square NOT off the position of the client to make good the shortages

arising thereof. DEALMONEY shall not be responsible for POSITIONS OR EXISTING POSITIONS

losses to the Client on account of such square off. All

execute losses to the Client on this account shall be borne solely by the Client and the Client shall indemnify in this respect. DEALMONEY follows the close out policy for all internal shortages. The process is defined below:

### 1. For internal shortage, the auction closeout policy is

whichever is higher is charged to the client.

#### Working Note:

- T+1 (i.e. 22-Jan-2024) closing rate of McLeod Russel India Ltd = Rs. 134.05; 10% of closing rate = Rs. 13.41. Hence, Closeout rate = Rs. 134.05 + Rs. 13.41 = Rs. **147.46**.

And,

- Highest Transaction rate of clients traded through \*XXX\* for that scrip between T (i.e. 21-Jan-2024) to T+1 (i.e.22-

Jan-2024) was **Rs. 171.545** (that was on 22-Jan-

From the above two conditions the highest rate is . Rs. 171.54

### 2. Exchange (Market) auction closeout policy is as follows :

At the highest price prevailing in the NSE from the first day of the relevant trading period till the day of closing out or 20% above the official closing price on the auction day.

**From the both conditions, whichever is higher is charged to the broker.**

Hence, closeout rate calculated by the exchange for that client would have been calculated as **Rs. 173.30**.

#### Working Note:

- As per first condition:

21 Jan 24	T	Rs. 147.75
22 Jan 24	T+1	Rs. 171.54

Hence, Closeout rate would have been Rs. 173.30.

And,

- As per second condition:  
T+1 day closing price = Rs. 147.75; 20% of closing rate = Rs. 29.55; Hence, Closeout rate = Rs. 147.75 + Rs. 29.55 = Rs. 160.86/-. From the above two conditions highest rate is **Rs. 173.30**.

## 7. CONDITIONS UNDER WHICH CLIENT IS ALLOWED TO TAKE FURTHER BROKER MAY CLOSE

DEALMONEY shall have the right to refuse to

trades/allow the client to take further positions in the following circumstances:

#### as follows:

T+1 closing rate of that scrip + 10% OR Highest

- a) Technical failure.
- b) Securities breaching the limits specified by the Exchanges/regulators from time to time.
- c) Securities submitted in physical form for settlement.
- d) Regulatory restrictions/directives.
- e) Outstanding dues not cleared.

Transaction rate of clients traded through \*XXX\* for that scrip between T to T+1 day. **From the both conditions,**



- f) Shortfall/breach of threshold limits as per Risk Policy prevalent from time to time.
  - g) Any suspicious trading patterns observed by Risk/Surveillance Dept.
  - h) Other conditions as specified by DEALMONEY from time to time in view of market conditions, regulatory requirements, internal policies etc.
- DEALMONEY shall also have a right to close existing positions of the clients in the abovementioned circumstances and DEALMONEY shall not be responsible for any loss incurred by the Client due to any of aforesaid terminate/freeze conditions of refusal or closure of positions and the client shall keep DEALMONEY indemnified at all points of time in requirements and to this regard.

## 8. TEMPORARILY SUSPENDING OR CLOSING OF CLIENT'S ACCOUNT AT THE CLIENT'S REQUEST

Based on a written request of the client for any reason including but not limited to gravity of the grievances raised by/against the client. Trades in the account of the

client during the period of such temporary suspension shall not be permitted. The account shall be reactivated on submission of a written request for reactivation by the client.

## 9. DEREGISTRATION OF A CLIENT

Deregistration/Termination of the client may be with mutual consent of the parties or by giving notice as per the Rights & Obligations entered into between the client and DEALMONEY. Such deregistration / termination shall not effect the rights and liabilities of the parties in respect

of the transactions executed before the date of such deregistration/termination.

DEALMONEY may at any time, at its sole discretion and without prior notice to the Client, prohibit or restrict or block the Client's access to the use of the web site or related services and the Client's ability to trade due to regulatory requirements, prevention of money laundering regulations, market conditions and other internal policies.

Further DEALMONEY may Freeze the Client Account in following Scenario:

- a) Non submission of important documents for verification.
- b) On account of any regulatory orders issued against the client.

- c) On account of any legal strictures passed against the client.

The account shall be reactivated under the following circumstances:

- a) On the vacation of regulatory/legal orders against the client.
- b) Submission of all important documents required for verification.
- c) Fresh submission of all KYC documents required for registration

In addition, DEALMONEY may interalia trading facilities due to regulatory comply with provisions of Prevention

Laundering Regulations or due to suspicious activities observed by surveillance department or due to internal risk perception. Such Clients may be re-admitted on submission of fresh KYCs and supporting documents/ explanation resolving the earlier observations for de-registering.

## 10. Dormant Account Policy

Client account will be considered as inactive if the Client does not trade for a period of twenty four months. Calculation will be done at the beginning of every month and those Clients who have not traded even a single time during last twelve months will be considered as inactive. The shares/credit ledger balance if any will be transferred to the Client within one month of the identifying the Client as inactive. The Client has to make written request for reactivation of their account.

## Client Acceptance of Policies and Procedures stated hereinabove:

I/We hereby state that I/we have understood the above and do hereby sign the same in acknowledgement and agree. These Policies and Procedures may be amended/changed unilaterally by DEALMONEY, the change is informed to me/us with through any one or more means or methods in writing. These Policies and Procedures shall always be read along with the rights and obligations of stock brokers, sub-brokers and clients as prescribed by SEBI / Exchanges and shall be compulsorily referred to while deciding any dispute/ difference or claim between me/us and DEALMONEY before any court of law/judicial/ adjudicating authority including arbitrator /mediator etc.

Date: [D][D][M][M][Y][Y][Y][Y]

Place:

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Signature of the Client:

3 / 15

## **Annexure – 5**

### **RISK DISCLOSURE DOCUMENT FOR CAPITAL MARKET AND DERIVATIVES SEGMENTS**

This document contains important information on trading in Equities/Derivatives Segments of the stock exchanges. All prospective constituents should read this document before trading in Equities/Derivatives Segments of the Exchanges.

Stock exchanges/SEBI does neither singly or jointly and expressly nor impliedly guarantee nor make any representation concerning the completeness, the adequacy or accuracy of this disclosure document nor have Stock exchanges /SEBI endorsed or passed any merits of participating in the trading segments. This brief statement does not disclose all the risks and other significant aspects of trading.

In the light of the risks involved, you should undertake transactions only if you understand the nature of the relationship into which you are entering and the extent of your exposure to risk.

You must know and appreciate that trading in Equity shares, derivatives contracts or other instruments traded on the Stock Exchange, which have varying element of risk, is generally not an appropriate avenue for someone of limited resources/limited investment and/or trading experience and low risk tolerance. You should therefore carefully consider whether such trading is suitable for you in the light of your financial condition. In case you trade on Stock exchanges and suffer adverse consequences or loss, you shall be solely responsible for the same and Stock exchanges/its Clearing Corporation and/or SEBI shall not be responsible, in any manner whatsoever, for the same and it will not be open for you to take a plea that no adequate disclosure regarding the risks involved was made or that you were not explained the full risk involved by the concerned stock broker. The constituent shall be solely responsible for the consequences and no contract can be rescinded on that account. You must acknowledge and accept that there can be no guarantee of profits or no exception from losses while executing orders for purchase and/or sale of a derivative contract being traded on Stock exchanges.

It must be clearly understood by you that your dealings on Stock exchanges through a stock broker shall be subject to your fulfilling certain formalities set out by the stock broker, which may inter alia include your filling the know your client form, reading the rights and obligations, do's and don'ts, etc., and are subject to the Rules, Byelaws and Regulations of relevant Stock exchanges, its Clearing Corporation, guidelines prescribed by SEBI and in force from time to time and Circulars as may be issued by Stock exchanges or its Clearing Corporation and in force from time to time.

Stock exchanges does not provide or purport to provide any advice and shall not be liable to any person who enters into any business relationship with any stock broker of Stock exchanges and/or any third party based on any information contained in this document. Any information contained in this document must not be construed as business advice. No consideration to trade should be made without thoroughly understanding and reviewing the risks involved in such trading. If you are unsure, you must seek professional advice on the same.

In considering whether to trade or authorize someone to trade for you, you should be aware of or must get acquainted with the following:-

#### **1. BASIC RISKS:**

##### **1.1 Risk of Higher Volatility:**

Volatility refers to the dynamic changes in price that a security/derivatives contract undergoes when trading activity continues on the Stock Exchanges. Generally, higher the volatility of a security/derivatives contract, greater is its price swings. There may be normally greater volatility in thinly traded securities / derivatives contracts than in active securities /derivatives contracts. As a result of volatility, your order may only be partially executed or not executed at all, or the price at which your order got executed may be substantially different from the last traded price or change substantially thereafter, resulting in notional or real losses.

## **1.2 Risk of Lower Liquidity:**

Liquidity refers to the ability of market participants to buy and/or sell securities / derivatives contracts expeditiously at a competitive price and with minimal price difference. Generally, it is assumed that more the numbers of orders available in a market, greater is the liquidity. Liquidity is important because with greater liquidity, it is easier for investors to buy and/or sell securities / derivatives contracts swiftly and with minimal price difference, and as a result, investors are more likely to pay or receive a competitive price for securities / derivatives contracts purchased or sold. There may be a risk of lower liquidity in some securities / derivatives contracts as compared to active securities / derivatives contracts. As a result, your order may only be partially executed, or may be executed with relatively greater price difference or may not be executed at all.

**1.2.1** Buying or selling securities / derivatives contracts as part of a day trading strategy may also result into losses, because in such a situation, securities / derivatives contracts may have to be sold / purchased at low / high prices, compared to the expected price levels, so as not to have any open position or obligation to deliver or receive a security / derivatives contract.

## **1.3 Risk of Wider Spreads:**

Spread refers to the difference in best buy price and best sell price. It represents the differential between the price of buying a security / derivatives contract and immediately selling it or vice versa. Lower liquidity and higher volatility may result in wider than normal spreads for less liquid or illiquid securities / derivatives contracts. This in turn will hamper better price formation.

## **1.4 Risk-reducing orders:**

The placing of orders (e.g., "stop loss" orders, or "limit" orders) which are intended to limit losses to certain amounts may not be effective many a time because rapid movement in market conditions may make it impossible to execute such orders.

**1.4.1** A "market" order will be executed promptly, subject to availability of orders on opposite side, without regard to price and that, while the customer may receive a prompt execution of a "market" order, the execution may be at available prices of outstanding orders, which satisfy the order quantity, on price time priority. It may be understood that these prices may be significantly different from the last traded price or the best price in that security / derivatives contract.

**1.4.2** A "limit" order will be executed only at the "limit" price specified for the order or a better price. However, while the customer receives price protection, there is a possibility that the order may not be executed at all.

**1.4.3** A stop loss order is generally placed "away" from the current price of a stock / derivatives contract, and such order gets activated if and when the security / derivatives contract reaches, or trades through, the stop price. Sell stop orders are entered ordinarily below the current price, and buy stop orders are entered ordinarily above the current price. When the security / derivatives contract reaches the pre-determined price, or trades through such price, the stop loss order converts to a market/limit order and is executed at the limit or better. There is no assurance therefore that the limit order will be executable since a security / derivatives contract might penetrate the pre-determined price, in which case, the risk of such order not getting executed arises, just as with a regular limit order.

## **1.5 Risk of News Announcements:**

News announcements that may impact the price of stock / derivatives contract may occur during trading, and when combined with lower liquidity and higher volatility, may suddenly cause an unexpected positive or negative movement in the price of the security / contract.

## **1.6 Risk of Rumors:**

Rumors about companies / currencies at times float in the market through word of mouth, newspapers, websites or news agencies, etc. The investors should be wary of and should desist from acting on rumors.

## **1.7 System Risk:**

High volume trading will frequently occur at the market opening and before market close. Such high volumes may also occur at any point in the day. These may cause delays in order execution or confirmation.

**1.7.1** During periods of volatility, on account of market participants continuously modifying their order quantity or prices or placing fresh orders, there may be delays in order execution and its confirmations.



**1.7.2** Under certain market conditions, it may be difficult or impossible to liquidate a position in the market at a reasonable price or at all, when there are no outstanding orders either on the buy side or the sell side, or if trading is halted in a security / derivatives contract due to any action on account of unusual trading activity or security / derivatives contract hitting circuit filters or for any other reason.

### **1.8 System/Network Congestion:**

Trading on exchanges is in electronic mode, based on satellite/leased line based communications, combination of technologies and computer systems to place and route orders. Thus, there exists a possibility of communication failure or system problems or slow or delayed response from system or trading halt, or any such other problem/glitch whereby not being able to establish access to the trading system/network, which may be beyond control and may result in delay in processing or not processing buy or sell orders either in part or in full. You are cautioned to note that although these problems may be temporary in nature, but when you have outstanding open positions or unexecuted orders, these represent a risk because of your obligations to settle all executed transactions.

## **2. As far as Derivatives segments are concerned, please note and get yourself acquainted with the following additional features:-**

### **2.1 Effect of "Leverage" or "Gearing":**

In the derivatives market, the amount of margin is small relative to the value of the derivatives contract so the transactions are 'leveraged' or 'geared'. Derivatives trading, which is conducted with a relatively small amount of margin, provides the possibility of great profit or loss in comparison with the margin amount. But transactions in derivatives carry a high degree of risk.

You should therefore completely understand the following statements before actually trading in derivatives and also trade with caution while taking into account one's circumstances, financial resources, etc. If the prices move against you, you may lose a part of or whole margin amount in a relatively short period of time. Moreover, the loss may exceed the original margin amount.

A. Futures trading involve daily settlement of all positions. Every day the open positions are marked to market based on the closing level of the index / derivatives contract. If the contract has moved against you, you will be required to deposit the amount of loss (notional) resulting from such movement. This amount will have to be paid within a stipulated time frame, generally before commencement of trading on next day.

B. If you fail to deposit the additional amount by the deadline or if an outstanding debt occurs in your account, the stock broker may liquidate a part of or the whole position or substitute securities. In this case, you will be liable for any losses incurred due to such close-outs.

C. Under certain market conditions, an investor may find it difficult or impossible to execute transactions. For example, this situation can occur due to factors such as illiquidity i.e. when there are insufficient bids or offers or suspension of trading due to price limit or circuit breakers etc.

D. In order to maintain market stability, the following steps may be adopted: changes in the margin rate, increases in the cash margin rate or others. These new measures may also be applied to the existing open interests. In such conditions, you will be required to put up additional margins or reduce your positions.

E. You must ask your broker to provide the full details of derivatives contracts you plan to trade i.e. the contract specifications and the associated obligations.

### **2.2 Currency specific risks:**

1. The profit or loss in transactions in foreign currency-denominated contracts, whether they are traded in your own or another jurisdiction, will be affected by fluctuations in currency rates where there is a need to convert from the currency denomination of the contract to another currency.

2. Under certain market conditions, you may find it difficult or impossible to liquidate a position. This can occur, for example when a currency is deregulated or fixed trading bands are widened.

3. Currency prices are highly volatile. Price movements for currencies are influenced by, among other things: changing supply-demand relationships; trade, fiscal, monetary, exchange control programs and policies of governments; foreign political and economic events and policies; changes in national and international interest rates and inflation; currency devaluation; and sentiment of the market place. None of these factors can be controlled by any individual advisor and no assurance can be given that an advisor's advice will result in profitable trades for a participating customer or that a customer will not incur losses from such events.

### **2.3 Risk of Option holders:**

1. An option holder runs the risk of losing the entire amount paid for the option in a relatively short period of time. This risk reflects the nature of an option as a wasting asset which becomes worthless when it expires. An option holder who neither sells his option in the secondary market nor exercises it prior to its expiration will necessarily lose his entire investment in the option. If the price of the underlying does not change in the anticipated direction before the option expires, to an extent sufficient to cover the cost of the option, the investor may lose all or a significant part of his investment in the option.

2. The Exchanges may impose exercise restrictions and have absolute authority to restrict the exercise of options at certain times in specified circumstances.

### **2.4 Risks of Option Writers:**

1. If the price movement of the underlying is not in the anticipated direction, the option writer runs the risks of losing substantial amount.

2. The risk of being an option writer may be reduced by the purchase of other options on the same underlying interest and thereby assuming a spread position or by acquiring other types of hedging positions in the options markets or other markets. However, even where the writer has assumed a spread or other hedging position, the risks may still be significant. A spread position is not necessarily less risky than a simple 'long' or 'short' position.

3. Transactions that involve buying and writing multiple options in combination, or buying or writing options in combination with buying or selling short the underlying interests, present additional risks to investors. Combination transactions, such as option spreads, are more complex than buying or writing a single option. And it should be further noted that, as in any area of investing, a complexity not well understood is, in itself, a risk factor. While this is not to suggest that combination strategies should not be considered, it is advisable, as is the case with all investments in options, to consult with someone who is experienced and knowledgeable with respect to the risks and potential rewards of combination transactions under various market circumstances.

## **3. TRADING THROUGH WIRELESS TECHNOLOGY/ SMART ORDER ROUTING OR ANY OTHER TECHNOLOGY:**

Any additional provisions defining the features, risks, responsibilities, obligations and liabilities associated with securities trading through wireless technology/ smart order routing or any other technology should be brought to the notice of the client by the stock broker.

## **4. GENERAL**

**4.1** The term 'constituent' shall mean and include a client, a customer or an investor, who deals with a stock broker for the purpose of acquiring and/or selling of securities / derivatives contracts through the mechanism provided by the Exchanges.

**4.2** The term 'stock broker' shall mean and include a stock broker, a broker or a stock broker, who has been admitted as such by the Exchanges and who holds a registration certificate from SEBI.

**Consent for Download/Fetch of KYC Details from Aadhar/Digilocker/KRA/CERSAI**

To,

Dealmoney Commodities Private Limited

I/We hereby declare that the KYC details furnished by me are true and correct to the best of my/our knowledge and belief and I/we under-take to inform you of any changes therein, immediately.

In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am/we are aware that I/We may be held liable for it.

I/We hereby consent to receiving information from CVL KRA through SMS/Email on the above registered number/Email address. I am/We are also aware that for Aadhaar OVD based KYC, my KYC request shall be validated against Aadhaar details.

I/We hereby consent to sharing my/our masked Aadhaar card with readable QR code or my Aadhaar XML/Digilocker XML file, along with passcode and as applicable, with KRA and other Intermediaries with whom I have a business relationship for KYC purposes only.

Name of the Client:

Signature of the Client

**1. Vision**

Towards making Indian Securities Market - Transparent, Efficient, & Investor friendly by providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form.

**2. Mission**

- To hold securities of investors in dematerialized form and facilitate its transfer, while ensuring safekeeping of securities and protecting interest of investors.
- To provide timely and accurate information to investors with regard to their holding and transfer of securities held by them.
- To provide the highest standards of investor education, investor awareness and timely services so as to enhance Investor Protection and create awareness about Investor Rights.

**3. Details of business transacted by the Depository and Depository Participant (DP)**

A Depository is an organization which holds securities of investors in electronic form. Depositories provide services to various market participants - Exchanges, Clearing Corporations, Depository Participants (DPs), Issuers and Investors in both primary as well as secondary markets. The depository carries out its activities through its agents which are known as Depository Participants (DP). Details available on the link [<https://www.cdslindia.com/DP/dplist.aspx>].

**4. Description of services provided by the Depository through Depository Participants (DPs) to investors****(1) Basic Services**

Sr. no.	Brief about the Activity / Service	Expected Timelines for processing by the DP after receipt of proper documents
1.	Dematerialization of securities	7 days
2.	Rematerialization of securities	7 days
3.	Mutual Fund Conversion / Destatementization	5 days

<b>Sr. no.</b>	<b>Brief about the Activity / Service</b>	<b>Expected Timelines for processing by the DP after receipt of proper documents</b>
4.	Re-conversion / Restatementisation of Mutual fund units	7 days
5.	Transmission of securities	7 days
6.	Registering pledge request	15 days
7.	Closure of demat account	30 days
8.	Settlement Instruction	Depositories to accept physical DIS for pay-in of securities up to 4 p.m. and DIS in electronic form up to 6 p.m. on T+1 day

(2) Depositories provide special services like pledge, hypothecation, internet-based services etc. in addition to their core services and these include

<b>Sr. no.</b>	<b>Type of Activity /Service</b>	<b>Brief about the Activity / Service</b>
1.	Value Added Services	Depositories also provide value added services such as a. <a href="#">Basic Services Demat Account (BSDA)</a> <sup>1</sup> b. <a href="#">T-PIN facility to authorise debits</a> c. <a href="#">Transposition cum dematerialization</a> <sup>2</sup> d. Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs etc.), stock lending, demat of NSC /KVP, demat of warehouse receipts etc.
2.	Consolidated Account statement (CAS)	CAS is issued 10 days from the end of the month (if there were transactions in the previous month) or half yearly (if no transactions).
3.	Digitalization of services provided by the depositories	Depositories offer below technology solutions and e-facilities to their demat account holders through DPs:

Sr. no.	Type of Activity /Service	Brief about the Activity / Service
		<p>a. <a href="#">E-account opening</a>: Details available on the link<sup>4</sup></p> <p>b. Online instructions for execution: Details available on the link<sup>5</sup></p> <p>i. <a href="#">Easiest</a></p> <p>ii. <a href="#">Gift transfers</a></p> <p>c. <a href="#">e-DIS / Demat Gateway</a>: Details available on the link<sup>6</sup></p> <p>d. <a href="#">e-CAS facility</a>: Details available on the link<sup>7</sup></p> <p>e. <a href="#">Miscellaneous services</a>: Details available on the link<sup>8</sup></p> <p>i. <a href="#">Online Closure</a></p> <p>ii. <a href="#">Monthly SOT</a></p>

#### **4. Details of Grievance Redressal Mechanism**

##### **(1) The Process of investor grievance redressal**

1.	Investor Complaint/ Grievances	<p>Investor can lodge complaint/ grievance against the Depository/DP in the following ways:</p> <p>a. Electronic mode -</p> <p>(i) SCORES (a web based centralized grievance redressal system of SEBI) [<a href="https://www.scores.gov.in/scores/Welcome.html">https://www.scores.gov.in/scores/Welcome.html</a>]</p> <p>(ii) Respective Depository's web portal dedicated for the filing of complaint [<a href="https://www.cdslindia.com/Footer/grievances.aspx">https://www.cdslindia.com/Footer/grievances.aspx</a>]</p> <p>(iii) Emails to designated email IDs of Depository [<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>]</p> <p>b. <a href="#">Offline mode</a></p> <p>The complaints/ grievances lodged directly with the Depository shall be resolved within 30 days.</p>
2.	Investor Grievance Redressal Committee of Depository	<p>If no amicable resolution is arrived, then the Investor has the option to refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of the Depository. Upon receipt of reference, the GRC will endeavor to resolve the complaint/ grievance by</p>

		hearing the parties and examining the necessary information and documents.
3.	Arbitration proceedings	The Investor may also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of the Depository in relation to any grievance, or dispute relating to depository services. The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).

(2) For the Multi-level complaint resolution mechanism available at the Depositories please refer to [link](#)<sup>9</sup>

**5. Guidance pertaining to special circumstances related to market activities:**  
**Termination of the Depository Participant**

SI No.	Type of special circumstances	Timelines for the Activity/ Service
1.	<ul style="list-style-type: none"><li>■ Depositories to terminate the participation in case a participant no longer meets the eligibility criteria and/or any other grounds as mentioned in the bye laws like suspension of trading member by the Stock Exchanges.</li><li>■ Participant surrenders the participation by its own wish.</li></ul>	Client will have a right to transfer all its securities to any other Participant of its choice without any charges for the transfer within 30 days from the date of intimation by way of letter/email.

**6. Dos and Don'ts for Investors**

For Do's and Don'ts please refer to the [link](#)<sup>10</sup>

**7. Rights of investors**

For rights, please refer to the [link](#)<sup>11</sup>

**8. Responsibilities of Investors**

For responsibilities, please refer to the [link](#)<sup>12</sup>

## **Annexure B - INFORMATION CONTAINED IN LINKS TO THE INVESTOR CHARTER FOR DEPOSITORIES AND DPS**

This document contains the contents pertaining to the qualifier “<https://www.cdslindia.com/Investors/InvestorCharter.html>” in the Investor Charter main document. The same is to be made available by the Depositories on their websites and web-links to the same is to be provided for incorporation in the Investor Charter.

For reasons of convenience, the contents in main Charter and this document have been mapped with the same superscript.

### **Para 4 (2) of Investor Charter**

#### **Point 1: Value Added Services**

- a. Basic Services Demat Account (BSDA)<sup>1</sup>: The facility of BSDA with limited services for eligible individuals was introduced with the objective of achieving wider financial inclusion and to encourage holding of demat accounts. No Annual Maintenance Charges (AMC) shall be levied, if the value of securities holding is upto Rs. 50,000. For value of holdings between Rs 50,001- 2,00,000, AMC not exceeding Rs 100 is chargeable. In case of debt securities, there are no AMC charges for holding value upto Rs 1,00,000 and a maximum of Rs 100 as AMC is chargeable for value of holdings between Rs 1,00,001 and Rs 2,00,000.
- b. Transposition cum dematerialization<sup>2</sup>: In case of transposition-cum-dematerialisation, client can get securities dematerialised in the same account if the names appearing on the certificates match with the names in which the account has been opened but are in a different order. The same may be done by submitting the security certificates along with the Transposition Form and Demat Request Form.
- c. Linkages with Clearing System<sup>3</sup> for actual delivery of securities to the clearing system from the selling brokers and delivery of securities from the clearing system to the buying broker.

#### **Point 3: Digitization of services provided by the depositories**

- a. E-account opening<sup>4</sup>: Account opening through digital mode, popularly known as “On-line Account opening”, wherein investor intending to open the demat account can visit DP website, fill in the required information, submit the required documents, conduct video IPV and demat account gets opened without visiting DPs office.



- b. Online instructions for execution<sup>5</sup>: internet-enabled services like Speed-e (NSDL) & Easiest (CDSL) empower a demat account holder in managing his/her securities 'anytime-anywhere' in an efficient and convenient manner and submit instructions online without the need to use paper. These facilities allows Beneficial Owner (BO) to submit transfer instructions and pledge instructions including margin pledge from their demat account. The instruction facilities are also available on mobile applications through android, windows and IOS platforms.
- c. e-DIS / Demat Gateway<sup>6</sup>: Investors can give instructions for transfer of securities through e-DIS apart from physical DIS. Here, for on-market transfer of securities, investors need to provide settlement number along with the ISIN and quantity of securities being authorized for transfer. Client shall be required to authorize each e-DIS valid for a single settlement number / settlement date, by way of OTP and PIN/password, both generated at Depositories end. Necessary risk containment measures are being adopted by Depositories in this regard.
- d. e-CAS facility<sup>7</sup>: Consolidated Account Statements are available online and could also be accessed through mobile app to facilitate the investors to view their holdings in demat form.
- e. Miscellaneous services<sup>8</sup>: Transaction alerts through SMS, e-locker facilities, chatbots for instantaneously responding to investor queries etc. have also been developed.

### **Para 5(1) of Investor Charter**

#### **Point 2 (Investor Grievance Redressal Committee of Depository)**<sup>9</sup>:

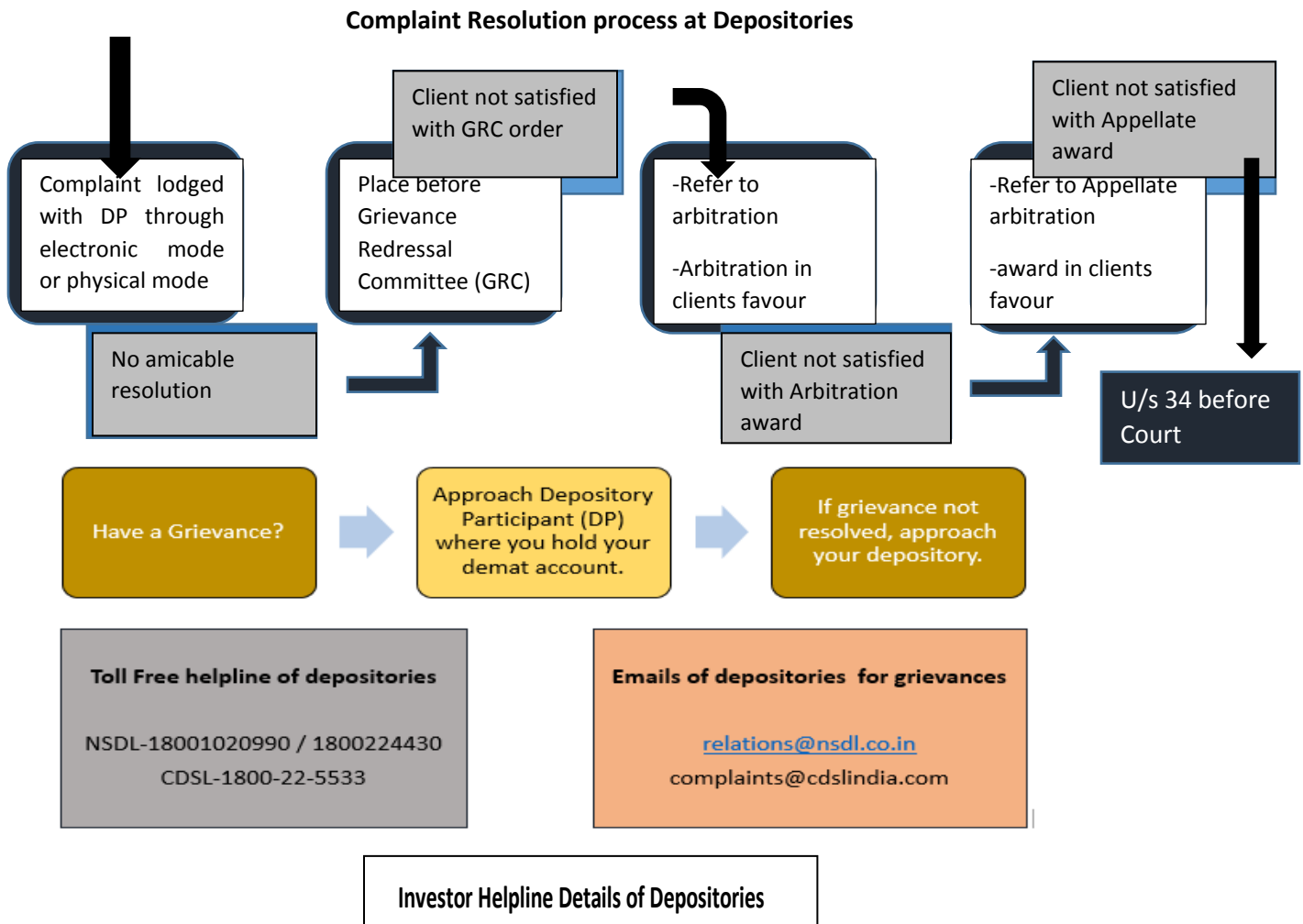
If no amicable resolution is arrived, then the Investor has the option to refer the complaint/ grievance to the Grievance Redressal Committee (GRC) of the Depository. Upon receipt of reference, the GRC will endeavor to resolve the complaint/ grievance by hearing the parties and examining the necessary information and documents.

#### **Point 3(Arbitration proceedings)**<sup>10</sup>:

The Investor may also avail the arbitration mechanism set out in the Byelaws and Business Rules/Operating Instructions of the Depository in relation to any grievance, or dispute relating to depository services. The arbitration reference shall be concluded by way of issue of an arbitral award within 4 months from the date of appointment of arbitrator(s).

## Para 5(2) of Investor Charter

### Complaint Resolution process at Depositories<sup>11</sup>



## **Para 7 of Investor Charter**

### **Dos and Don'ts for Investor<sup>12</sup>**

<b>SI No.</b>	<b>Guidance</b>
1.	Always deal with a SEBI registered Depository Participant for opening a demat account.
2.	Read all the documents carefully before signing them.
3.	Before granting Power of attorney to operate your demat account to an intermediary like Stockbroker, Portfolio Management Services (PMS) etc., carefully examine the scope and implications of powers being granted.
4.	Always make payments to registered intermediary using banking channels. No payment should be made in name of employee of intermediary.
5.	Accept the Delivery Instruction Slip (DIS) book from your DP only (pre-printed with a serial number along with your Client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS slips.  Always mention the details like ISIN, number of securities accurately. In case of any queries, please contact your DP or broker and it should be signed by all demat account holders.  Strike out any blank space on the slip and Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s).  Do not leave your instruction slip book with anyone else.  Do not sign blank DIS as it is equivalent to a bearer cheque.
6.	Inform any change in your Personal Information (for example address or Bank Account details, email ID, Mobile number) linked to your demat account in the prescribed format and obtain confirmation of updation in system
7.	Mention your Mobile Number and email ID in account opening form to receive SMS alerts and regular updates directly from depository.
8.	Always ensure that the mobile number and email ID linked to your demat account are the same as provided at the time of account opening/updation.
9.	Do not share password of your online trading and demat account with anyone.

SI No.	Guidance
10.	Do not share One Time Password (OTP) received from banks, brokers, etc. These are meant to be used by you only.
11.	Do not share login credentials of e-facilities provided by the depositories such as e-DIS/demat gateway, SPEED-e/easiest etc. with anyone else.
12.	Demat is mandatory for any transfer of securities of Listed public limited companies with few exceptions.
13.	If you have any grievance in respect of your demat account, please write to designated email IDs of depositories or you may lodge the same with SEBI online at <a href="https://scores.gov.in/scores/Welcome.html">https://scores.gov.in/scores/Welcome.html</a>
14.	Keep a record of documents signed, DIS issued and account statements received.
15.	As Investors you are required to verify the transaction statement carefully for all debits and credits in your account. In case of any unauthorized debit or credit, inform the DP or your respective Depository.
16.	Appoint a nominee to facilitate your heirs in obtaining the securities in your demat account, on completion of the necessary procedures.
17.	Register for Depository's internet-based facility or download mobile app of the depository to monitor your holdings.
18.	Ensure that, both, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions.
19.	Do not follow herd mentality for investments. Seek expert and professional advice for your investments
20.	Beware of assured/fixed returns.

### **Para 8 of Investor Charter**

#### **Rights of investors<sup>13</sup>**

- Receive a copy of KYC, copy of account opening documents.
- No minimum balance is required to be maintained in a demat account.
- No charges are payable for opening of demat accounts.
- If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. You have the right to revoke any authorization given at any time.

- You can open more than one demat account in the same name with single DP/ multiple DPs.
- Receive statement of accounts periodically. In case of any discrepancies in statements, take up the same with the DP immediately. If the DP does not respond, take up the matter with the Depositories.
- Pledge and /or any other interest or encumbrance can be created on demat holdings.
- Right to give standing instructions with regard to the crediting of securities in demat account.
- Investor can exercise its right to freeze/defreeze his/her demat account or specific securities / specific quantity of securities in the account, maintained with the DP.
- In case of any grievances, Investor has right to approach Participant or Depository or SEBI for getting the same resolved within prescribed timelines.
- Every eligible investor shareholder has a right to cast its vote on various resolutions proposed by the companies for which Depositories have developed an internet based 'e-Voting' platform.
- Receive information about charges and fees. Any charges/tariff agreed upon shall not increase unless a notice in writing of not less than thirty days is given to the Investor.

### **Para 9 of Investor Charter**

#### **Responsibilities of Investors<sup>14</sup>**

- Deal with a SEBI registered DP for opening demat account, KYC and Depository activities.
- Provide complete documents for account opening and KYC (Know Your Client). Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
- Read all documents and conditions being agreed before signing the account opening form.
- Accept the Delivery Instruction Slip (DIS) book from DP only (preprinted with a serial number along with client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS.

- Always mention the details like ISIN, number of securities accurately.
- Inform any change in information linked to demat account and obtain confirmation of updation in the system.
- Regularly verify balances and demat statement and reconcile with trades / transactions.
- Appoint nominee(s) to facilitate heirs in obtaining the securities in their demat account.
- Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.