

ACKNOWLEDGMENT

I / We acknowledge the receipt of copies of all the documents executed by me including the following :

- 1) Account opening form
- 2) Tariff sheet (DP and Trading) and all other documents including voluntary (POA) executed by me / us.
- 3) Proof of Address, Bank and PAN
- 4.) Received and read the rights and obligation documents (DP and Trading)

Signature of the client : 

Name of the Client :

BO ID : 12023900 Client Code :

Date :

Signature Card

Account No.	1	2	0	2	3	9	0	0										
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(To be filled by the CSBL)

	First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory
Name			
Specimen Signature	X1- A	X1- B	X1- C

All proof should be self attested

- One passport size photograph of each Account Holder.
 - Copy of FBI Apporval for NRIs.
 - Proof of NRI Status.
 - Date of Birth Certificate in case of Minors.
4. **The following documents are to be submitted by the Investors :-**
1. All correspondence / queries shall be addressed to the First / Sole Applicant only.
 2. Strike off whichever is not applicable.
 3. Signatures should be preferably in black ink.

Instructions for Applicants

COCHIN STOCK BROKERS LIMITED

Subsidiary of Our Investments Enterprise Ltd. (OIEL)
[Formerly COCHIN STOCK EXCHANGE LIMITED]

CIN: U67120KL1999PLC013552 PAN : AABCC9652N GSTIN : 32AABCC9652N1ZD



SEBI Registration No. & Date:

Member: NSE -SEBI Regn. No. : INB231076937 (Equities Segment), Date: January 24, 2001
Member Code: 10769
NSE -SEBI Regn. No. : INF231076937 (Futures & Options Segment), Date: May 26, 2011
Member Code: 10769
NSE -SEBI Regn. No. : INE 231076937 (Currency Derivative Segment), Date: April 02, 2009
BSE- SEBI Regn. No. : INB011076933 (Equities Segment), Date: February 15, 2000
Member Code: 263
BSE- SEBI Regn. No. : INF011076933 (Futures & Options Segment), Date: April 24, 2002
Member Code: 263
USE- SEBI Regn. No. : INE271076932 (Currency Derivative Segment), Date: May 26, 2011
DP ID : 12023900 SEBI Re. No. IN-DP-CDSL-147-2001

Approved Person of Central Insurance Repository Ltd.(AP-1190) CIRL-IRDA/IR2/2014/238

Mutual Fund –ARN78992

Registered Office Address: MES Dr. P K Abdul Gafoor Memorial Complex, 36/1565,
4th Floor, Judges Avenue, Kaloor, Cochin – 682017.
Telephone: 0484- 3042500/3042595/3048519
Fax: 0484–2401169 Email: csbllegal@csbl.co.in
Website: www.csbl.co.in

Correspondence Office Address: MES Dr. P K Abdul Gafoor Memorial Complex, 36/1565,
4th Floor, Judges Avenue, Kaloor, Cochin – 682017.
Telephone: 0484- 3042500/3042595/3048519
Fax: 0484–2401169 Email: csbllegal@csbl.co.in
Website: www.csbl.co.in

Compliance Officer Name : Sebastine Vipin
Phone no : 0484-3048517
E mail id : vipin@csbl.co.in

For any grievance/dispute please contact stock broker: Cochin Stock Brokers Limited at the above address or email at csbl_grievance@csbl.co.in, dp_grievance@csbl.co.in or call on 0484-3048501. In case not satisfied with the response, please contact the concerned exchange(s). For **BSE** mail at is@bseindia.com or call on (022)- 2272 8097, for **NSE** mail at ignse@nse.co.in or call on (022) – 2659 8190, for **USE** mail at : investorcomplaints@useindia.com or call on 022 - 2444904/42444932. For **SEBI**: <http://scores.gov.in>, SEBI Toll Free Helpline: 1800 22 7575 or 1800 266 7575



COCHIN STOCK BROKERS LIMITED
ACCOUNT OPENING KIT AND INDIVIDUAL CLIENT REGISTRATION
INDEX OF DOCUMENTS

Sr. No.	Name of the Document	Brief Significance of the Document	Page No
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MANDATORY DOCUMENTS AS PRESCRIBED BY SEBI, EXCHANGES & DEPOSITORY

1	Account Opening Form	A. KYC form (First holder of Demat and Trading account),KYC form (All Joint holders of demat account) Type of DP account and instruction/ check list for individuals & non individuals. B. Details of Guardian, Bank details, Other details, Nomination details, Tariff of CSBL DP.	4 - 14
2	SMS Alerts	SMART = SMS Alerts Related to Transactions CDSL's convenient, informative SMS alert facility	15 - 16
3	Additional information about the constituent relevant to trading account	Document captures the additional information about the constituent relevant to trading account and an instruction/check list.	18 - 22
4	Policies and Procedures for Trading Account	Document describing significant policies and procedures of the stock broker (to be added by the stock broker).	23 - 25
5	Tariff Sheet for Trading Account	Document detailing the rate/amount of brokerage and other charges levied on the client for trading on the stock exchange(s) (to be added by the stock broker).	26

VOLUNTARY DOCUMENTS AS PROVIDED BY THE STOCK BROKER

6	Investor's Rights and Obligations	To provide basic information or insight to the client about their rights and obligation related to their transactions in Securities Market	27 - 28
7	Running Account Authorization	Helps the client to enjoy exposures linked to credit in the trading account.	29 - 30
8	Consent for Smooth Operational Convenience for CASH/ F&O/ Currency Segment	To enable the trading member to act upon the clauses mentioned in the consent for smooth operational convenience	31 - 32

9	Consent for Securities as Collateral	To enable the trading member to act upon the clauses mentioned in the consent for smooth operational convenience	33
10	Power of Attorney	Format of the Power of attorney to be issued by client authorizing trading member to operate his Demat account for meeting exchange obligations.	34 - 35
11	Authorisation for sending of statement of accounts of Beneficial Owner (BO) account through e - mode	For operational convenience of transactions	36

CUSTOMER COPY - PROVIDED BY THE STOCK BROKER

12	Rights and Obligations.	Rights and Obligations of Beneficial Owner and Depository Participant as prescribed by SEBI and Depositories	38 - 40
13	Rights and Obligations	Document stating the Rights & Obligations of stock broker/trading member, sub-broker / Authorized Person and client for trading on exchanges (including additional rights & obligations in case of internet/wireless technology based trading).	41- 45
14	Risk Disclosure Document (RDD)	Document detailing risks associated with dealing in the securities market.	46- 49
15	Guidance Note	Document detailing do's and don'ts for trading on exchange, for the education of the investors.	50 - 51



COCHIN STOCK BROKERS LTD.

APPLICATION FOR OPENING

- | | |
|--|-------------------------|
| 1. <input type="checkbox"/> Depository Participant Account | (Page 4 - Page 15) |
| 2. <input type="checkbox"/> Trading Account | (Page 4 & Page 16 - 35) |

Note 1. (DP A/c) :

1. Seperate KYC Form (Page 4) is needed for all joint holder applicants with self attested copies of relevant proofs.
2. Bank account must be in the name of first applicant.

Note 2. (Trading A/c) : -

1. Individual Trading Account can only be opened in the name of first holder of Demat and Bank Account.
2. Trading account can't open in joint holder status.
3. Minor can't open trading account.
4. For NRI's PIS bank account is compulsory

In case of Non-Individuals, additional documents to be obtained from non-individuals, over & above the POI & POA, as mentioned below:

Types of entity	Documentary requirements
Corporate	<ul style="list-style-type: none"> • Copy of the balance sheets for the last 2 financial years (to be submitted every year). • Copy of latest share holding pattern including list of all those holding control, either directly or indirectly, in the company in terms of SEBI takeover Regulations, duly certified by the company secretary/Whole time director/MD (to be submitted every year). • Corporate Identification Number (CIN) of the company. • Photograph, POI, POA, PAN and DIN numbers of whole time directors/two directors in charge of day to day operations. • Photograph, POI, POA, PAN of individual promoters holding control - either directly or indirectly. • Copies of the Memorandum and Articles of Association and certificate of incorporation. • Copy of the Board Resolution for investment in securities market. (To open & operate DP and Trading Account with Cochin Stock Brokers Ltd.) • Authorised signatories list with specimen signatures.
Partnership firm	<ul style="list-style-type: none"> • Copy of the balance sheets for the last 2 financial years (to be submitted every year). • Certificate of registration (for registered partnership firms only). • Copy of the Board Resolution for investment in securities market. (To open & operate DP and Trading Account with Cochin Stock Brokers Ltd.) • Copy of partnership deed. • Authorised signatories list with specimen signatures. • Photograph, POI, POA, PAN, DPIN of Partners.
Trust	<ul style="list-style-type: none"> • Copy of the balance sheets for the last 2 financial years (to be submitted every year). • Certificate of registration (for registered trust only). • Copy of Trust deed. • List of trustees certified by managing trustees/CA. • Photograph, POI, POA, PAN of Trustees
HUF	<ul style="list-style-type: none"> • PAN of HUF. • Deed of declaration of HUF/ List of coparceners. • Bank pass-book/bank statement in the name of HUF. • Photograph, POI, POA, PAN of Karta.

Unincorporated association or a body of individuals	<ul style="list-style-type: none"> • Proof of Existence/Constitution document. • Resolution of the managing body & Power of Attorney granted to transact business on its behalf • Authorized signatories list with specimen signatures.
Banks/Institutional Investors	<ul style="list-style-type: none"> • Copy of the constitution/registration or annual report/balance sheet for the last 2 financial years. • Authorized signatories list with specimen signatures.
Foreign Institutional Investors (FII)	<ul style="list-style-type: none"> • Copy of SEBI registration certificate. • Authorized signatories list with specimen signatures.
Army/ Government Bodies	<ul style="list-style-type: none"> • Self-certification on letterhead. • Authorized signatories list with specimen signatures.
Registered Society	<ul style="list-style-type: none"> • Copy of Registration Certificate under Societies Registration Act. • List of Managing Committee members. • Committee resolution for persons authorised to act as authorised signatories with specimen signatures. • True copy of Society Rules and Bye Laws certified by the Chairman/ Secretary

Additional KYC Form for Opening a Demat Account

To be filled by DP Office

Application No.		Date	D	D	M	M	Y	Y	Y	Y								
DP Internal Reference No.																		
DP ID	1	2	0	2	3	9	0	0	Client ID									

(To be filled by the applicant in **BLOCK LETTERS** in English)

I/We request you to open a demat account in my/ our name as per following details:-

Holders Details

Sole / First Holder's Name		PAN																
		UID																
Second Holder's Name		PAN																
		UID																
Third Holder's Name		PAN																
		UID																

* If joint A/c separate KYC form to be attached along with relevant self attested proof.

Second Holder's Details

Father / Husband Name	
Permanent Address (Proof to be attached)	

Third Holder's Details

Father / Husband Name	
Permanent Address (Proof to be attached)	

* In case of Firms, Association of Persons (AOP), Partnership Firm, Unregistered Trust, etc., although the account is opened in the name of the natural persons, the name of the Firm, Association of Persons (AOP), Partnership Firm, Unregistered Trust, etc., should be mentioned above.

Type of Account (Please tick whichever is applicable)

Status	Sub – Status	
<input type="checkbox"/> Individual	<input type="checkbox"/> Individual Resident <input type="checkbox"/> Individual Director's Relative <input type="checkbox"/> Individual Promoter <input type="checkbox"/> Individual Margin Trading A/C (MANTRA)	<input type="checkbox"/> Individual-Director <input type="checkbox"/> Individual HUF / AOP <input type="checkbox"/> Minor <input type="checkbox"/> Others(specify) _____
<input type="checkbox"/> NRI	<input type="checkbox"/> NRI Repatriable <input type="checkbox"/> NRI Repatriable Promoter <input type="checkbox"/> NRI – Depository Receipts	<input type="checkbox"/> NRI Non-Repatriable <input type="checkbox"/> NRI Non-Repatriable Promoter <input type="checkbox"/> Others (specify) _____
<input type="checkbox"/> Foreign National	<input type="checkbox"/> Foreign National <input type="checkbox"/> Foreign National - Depository Receipts <input type="checkbox"/> Others (specify)_____	

Guardian's Photograph
& sign across it

(if applicable)

*** Details of Guardian (in case the account holder is minor)**

* Proof of birth certificate to be attached.

Guardian's Name		PAN	
Relationship with the applicant			

Guardian's Address & Proof

I / We instruct the DP to receive each and every credit in my / our account (If not marked, the default option would be 'Yes')	[Automatic Credit] <input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

I / We would like to instruct the DP to accept all the pledge instructions in my/our account without any other further instructions from my/our end (If not marked, the default option would be 'No')	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Account Statement Requirement	<input type="checkbox"/> Hard Copy <input type="checkbox"/> Digital Copy <input type="checkbox"/> As per SEBI Regulation <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly Statement will not be sent if no transaction or no security holding in the account.
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I / We request you to send Electronic Transaction-cum-Holding Statement at the email ID of 1st Holder	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

I / We would like to share the email ID with the RTA	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

I / We would like to receive the Annual Report (Tick the applicable box. If not marked the default option would be in Physical)	<input type="checkbox"/> Physical / <input type="checkbox"/> Electronic / <input type="checkbox"/> Both Physical and Electronic
--	---

I/We wish to receive dividend / interest directly in to my bank account given as below through ECS (If not marked, the default option would be 'Yes') [ECS is mandatory for locations notified by SEBI from time to time]	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

Bank Details [Dividend Bank Details]

Bank Code (9 digit MICR code)										
IFS Code (11 character)										
Account number										
Account type	<input type="checkbox"/> Saving	<input type="checkbox"/> Current	<input type="checkbox"/> Others (specify)_____							
Bank Name										
Branch Name										
Bank Branch Address										
City		State		Country		PIN code				

- (i) Photocopy of the cancelled cheque having the name of the account holder where the cheque book is issued, (or)
 - (ii) Photocopy of the Bank Statement having name and address of the BO
 - (iii) Photocopy of the Passbook having name and address of the BO, (or)
 - (iv) Letter from the Bank.
- « In case of options (ii), (iii) and (iv) above, MICR code of the branch should be present / mentioned on the document.

C. OTHER DETAILS

Gross Annual Income Details		Income Range per annum:	
		<input type="checkbox"/> Below ₹1,00,000	<input type="checkbox"/> ₹ 1,00,000 to ₹ 5,00,000
		<input type="checkbox"/> ₹ 5,00,001 to ₹10,00,000	<input type="checkbox"/> ₹ 10,00,001 to ₹ 25,00,000
		<input type="checkbox"/> More than ₹ 25,00,000	
Net-Worth in Rs. <i>(should not be older than 1 year)</i>	Rs.	Net Worth as on (Date) <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	
Occupation		<input type="checkbox"/> Private Sector <input type="checkbox"/> Public Sector <input type="checkbox"/> Government Service <input type="checkbox"/> Business <input type="checkbox"/> Professional <input type="checkbox"/> Agriculture <input type="checkbox"/> Retired <input type="checkbox"/> Housewife <input type="checkbox"/> Student <input type="checkbox"/> Others (Specify) _____	
Please tick if, applicable		<input type="checkbox"/> Politically Exposed Person (PEP) <input type="checkbox"/> Related to Politically Exposed Person (R)ED	
Any other information			

SMS Alert Facility Refer to Terms & Conditions given as Annexure - 2.4	MOBILE NO. +91 _____ [(Mandatory , if you are giving Power of Attorney (POA)] (if POA is not granted & you do not wish to avail of this facility, cancel this option)													
Transactions Using Secured Texting Facility (TRUST). Refer to Terms and Conditions Annexure - 2.4	I wish to avail the TRUST facility using the Mobile number registered for SMS Alert Facility. have read and understood the Terms and Conditions prescribed by CDSL for the same <input type="checkbox"/> Yes <input type="checkbox"/> No I/We wish to register the following clearing member IDs under my/our below mentioned BO ID registered for TRUST													
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 33%;">Stock Exchange Name/ID</th> <th style="width: 33%;">Clearing Member Name</th> <th style="width: 33%;">Clearing Member ID (Optional)</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>			Stock Exchange Name/ID	Clearing Member Name	Clearing Member ID (Optional)									
Stock Exchange Name/ID	Clearing Member Name	Clearing Member ID (Optional)												
Easi	To register for easi, please visit our website www.cdslindia.com . or contact your DP Easi allows a BO to view his ISIN balances, transactions and value of the portfolio online.													



COCHIN STOCK BROKERS LTD.

Regd. Office : MES Dr. P. K. Abdul Gafoor Memorial Cultural Complex, 36/1565, 4th Floor,
Judges Avenue, Kaloore, Kochi - 682 017 Tel: 0484 - 3048506-10 Sebi Regn No. IN-DP-2602016

Nomination Form

Dear Sir/ Madam,

I/we the sole holder / Joint holders / Guardian (in case of minor) hereby declare that :

- I/ we do not wish to nominate any one for this demat account**
[Strike out what is not applicable.] [Signatures of all account holders should be obtained on this form.]
- I/we **nominate** the following person/s who is entitled to receive security balances lying in my / our account, particulars whereof are given below, in the event of the death of the Sole holder or the death of all the Joint Holders.

Nomination details	Nominee 1	Nominee 2	Nominee 3
Nominee Name :			
	PHOTOGRAPH Please affix nominee's recent passport size photograph and sign across it, by the account holder X 4 A	PHOTOGRAPH Please affix nominee's recent passport size photograph and sign across it, by the account holder X 4 B	PHOTOGRAPH Please affix nominee's recent passport size photograph and sign across it, by the account holder X 4 C
Address			
Telephone No./ Mobile			
PAN No:			
UID :			
E-mail ID :			
* Relationship with the BO :			
Date of birth (Mandatory if nominee is a minor)			
Name of the Guardian of Nominee (if the nominee is minor)			
* Address of the Guardian of Nominee			
Telephone No./ Mobile			
Fax No.:			
Email ID :			
* Relationship of the Guardian with the Nominee			
*Percentage of allocation of securities			
*Residual Securities [Please tick any one nominee. If tick not marked default will be first nominee]:			

Note : Residual securities : incase of multiple nominees, please choose any one nominee who will be credited with residual securities remaining after distribution of securities as per percentage of allocation, if you fail to choose one such nominee, then the first nominee will be marked as nominee entitled for residual shares, if any.

*** Marked is Mandatory Field**

This nomination shall supersede any prior nomination made by me / us and also any testamentary document executed by me/us.

Place: _____ Date : _____

	First/Sole Holder	Second Holder	Third Holder
Name			
Signatures	☞ X 5 A	☞ X 5 B	☞ X 5 C

Note: **One witnesses** shall attest signature (s) / Thumb impression.

Details of the Witness	First Witness
Names of Witness	
Address of Witness	
Signature of Witness	




Nomination Form accepted and registered wide Registration No. _____ dated _____

For Depository Participant
(Authorised Signatory)

TARIFF OF CSBL DP

S No.	PRODUCT DESCRIPTION	CSBL DP TARIFF STRUCTURE
1	Account Opening	Nil
2.	Account Closure	Nil
3	ANNUAL MAINTENANCE CHARGES	* Rs:300/- for individuals and NRI * Rs. 700/- for Non-trading clients * Rs. 750/- Corporate
4	AMC-BSDA	NIL - Holding Value up to Rs:50,000/-;
4.1	(Only one demat account is applicable in the name across all depositories. General tariff is applicable when BSDA exceeds the prescribed criteria at any day)	Rs. 100/- Holding value from 50,001/- to Rs. 2,00,000/-
5	Sales (Market and Off-Market)	* Rs. 9/- For Market Dr Tran with CSBL * Rs. 15/- For Intra DP tran with CSBL *Rs. 75/- For Inter DP tran / 0.07% of scrip value whichever is higher
6	Purchase	NIL
7	Custody Charges	NIL
8	Dematerialisation Non –trading clients	*Rs. 45/- per DRF upto 5 Certificates (for additional each cert - Rs. 3/- more) Rs. 75/- + tax / 0.07% market value of the share whichever is higher
9	Rematerialisation Non-trading clients	*Rs. 45/- + Rs.10/- additionally for each 100 quantity Rs. 75/- + tax / 0.07% market value of the share whichever is higher
10	Pledge Creation Non-trading clients	*Rs. 45/- per scrip Rs. 75/- + tax / 0.07% market value of the share whichever is higher
11	Unpledge Non-trading clients	*Rs. 45/- per scrip Rs. 75/- + tax / 0.07% market value of the share whichever is higher

Service tax is applicable for all

	First/Sole Holder or Guardian (in case of Minor)	Second Holder	Third Holder
Name			
Signatures	 X6 A	 X6 B	 X6 C

I / Weam /are fully conversant with the norms of CSBL, DP and hereby voluntarily undertakes for the following

- Fully abide by the tariff of the CSBL, DP.
- Mr./Ms./M/s.....shall be my authorized agent for collecting all documents pertaining to my DP account and signature of the authorized agent is attested below.
- The holding details can be viewed through Nodal Branch/Introducing Broker
- I hereby certify that I have not been convicted by any court for any offence involving moral turpitude, economic offence, securities laws or fraud. I further certify that I have not been declared insolvent and that no order on grounds of insider trading, fraudulent and unfair trade practices or market manipulation has been passed against me by SEBI or any other regulatory authority.
- I..... having Dp A/C No. with the depository participant, hereby gives my consent to debit arrears related to “transaction charges, postage charges as well as AMC arising in respect to CSBL – DP activities,” from my trading account numberwith CSBL
- I wish to open regular demat account.




I /We have received and read the rights and obligations document and terms & conditions and agree to abide by and be bound by the same and by the Bye Laws as are in force from time to time. I / We declare that the particulars given by me/us above are true and to the best of my/our knowledge as on the date of making this application. I/We agree and undertake to intimate the DP any change(s) in the details / Particulars mentioned by me / us in this form. I/We further agree that any false / misleading information given by me / us or suppression of any material information will render my account liable for termination and suitable action.

Name and Signature of the Authorised Agent.....
 Strikeout whichever is not applicable.

If NRI Client Yes No

* For NRI Clients : Whenever there is a change in the Residential Address I will inform the D. P.

Declaration : - I hereby declare that, I have complied with, and will continue to comply with FEMA/FATCA regulations and other applicable laws.

	First/Sole Holder or Guardian (in case of Minor)	Second Holder	Third Holder
Name			
Signatures	 X 7 A	 X 7 B	 X 7 C

(Signatures should be preferably in black ink).

Details of introducer
Name / Designation
Address of the Sub-Broker / Authorized Person
Phone or Mobile No.
SEBI Regn. No. of Sub Broker/ A P Regn. No.

I/We Confirm the Identity and address of the applicant (S)

Signature of the Introducer

FOR OFFICE USE ONLY

- (Originals verified) True copies of documents received
- (Self-Attested) Self Certified Document copies received

(.....)
Signature of the Authorised Signatory

Date

Seal/Stamp of the intermediary

COCHIN STOCK BROKERS LTD.

(Subsidiary of Cochin Stock Exchange Ltd.)

Depository Participant -CDSL

36/1565-A-17, 4TH FLOOR M E S BUILDINGS, JUDGES AVENUE, KALOOR, COCHIN - 17.

Phone : 2400631(D.P.), 3048519, 3048500 - 518 Fax: 0484 - 2401169 Email : dp@cochinstockexchange.com

Website : www.cochinstockexchange.com SEBI Re. No. IN-DP-CDSL-147-2001. DP ID 12023900

ANNEXURE - 2.4 **SMART = SMS Alerts Related to Transactions**

CDSL's convenient, informative SMS alert facility

Features :

- SMS alerts to demat account holder for any debit and IPO / Corporate Action credits to the demat account.
- SMS Sent directly by CDSL

- Yes ! I /We would like to register for CDSL's **SMART** facility
- Registration details are given below.
- Terms and Conditions are acceptable to me / us available on CDSL's Website : www.cdsindia.com

Governing Law and Jurisdiction :

Providing the Service as outlined above shall be governed by the laws of India and will be subject to the exclusive jurisdiction of the courts in Mumbai.

I/We wish to avail the SMS Alerts facility provided by the depository on my/our mobile number provided in the registration form subject to the terms and conditions mentioned below. **I/we consent to CDSL providing to the service provider such information pertaining to account/ transactions in my / our account as is necessary for the purposes of generating SMS Alerts by service provider, to be sent to the said mobile number.**

I/we have read and understood the terms and conditions mentioned above and agree to abide by them and any amendments thereto made by the depository from time to time. I/we further undertake to pay fee / charges as may be levied by the depository from time to time

I/we further understand that the SMS alerts would be sent for a maximum four ISINs at a time. If more than four debits take place, the BOs would be required to take up the matter with their DP.

I/we am / are aware that mere acceptance of the registration form does not imply in any way that the request has been accepted by the depository for providing the service.

I/we provide the following information for the purpose of REGISTRATION / MODIFICATION (Please cancel out what is not applicable).

BOID

1	2	0	2	3	9	0	0	0	0						
---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--

(Please write your 8 digit DPID) (Please write your 8 digit client ID)

Sole / First Holder's Name :

Second Holder's Name :

Third Holder's Name :

Mobile Number on which messages are to be sent

+91															
-----	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

(Please write only the mobile number without prefixing country code or zero)

The mobile number is registered in the name of :

Email ID :

(Please write only ONE valid email ID on which communication; if any, is to be sent)

Signatures **X 8** Sole / First Holder Second holder Third holder
Place : Date :

Dear Sir / Madam,

Congratulations on opening your demat account with CSBL. We are sure that operating your CDSL demat account has been an enjoyable and cost-effective experience for you. We, at CSBL, are unflagging in our efforts to provide you with convenient, dependable and secure depository services. Through this communication, we seek to convey some simple but important requests (in "DOs and DON'Ts" format), to help you operate your CSBL demat account.

DOs

- Please keep a copy of the DRF and Share certificates (that contain the distinctive numbers of your shares), before sending the shares for demat.
- Check the demat requests clearing performance of the company with your DP before deciding to send share certificates for demat.
- Ensure that, both, your holding and transaction statements are received periodically. You are entitled to receive a transaction statement every month if you have done any transactions and once a quarter if there have been no transactions in your account.
- Check the statement on receipt. In case you notice any unauthorized debits or credits, contact your DP for clarification. If not resolved, you may contact CDSL.
- Keep the instruction slip book in your safe custody.
- Check your balance on real-time basis through easi.
- While giving debit instructions to your DP, ensure that all joint holders, if any, of the demat account sign the slip.
- Accept the DIS book from your DP only if each slip has been pre-stamped / printed with a serial number and your demat account number.
- Always mention details like ISIN, number of securities, etc. accurately. If in doubt, contact your DP or your broker.
- Authorize any corrections, over-writing or cancellations on the instruction slips by signing against the same.
- If there is space for multiple instructions and it is not used fully, please strike out the blank space for furnishing securities details.
- Inform your DP of change, if any, in address, telephone number, etc. as early as possible.

DON'Ts

- Do not leave your instruction slip book with anyone else.
- Avoid pre-signing of blank DIS, as it is equivalent to a bearer cheque.
- Avoid over-writing, cancellations, misspellings, changing of name and quantity of securities, etc., while using the instruction slips, demat request forms, etc.

You will appreciate that the above steps would enable you to enjoy hassle-free operation of your demat account.



Application For Opening Trading Account with Cochin Stock Brokers Ltd.

Client Code :

Name & Address
of Sub-Broker /
Authorized Person :

.....

.....

Note :

1. Individual Trading Account can only be opened in the name of first holder of Demat and Bank Account.
2. Trading account can't open in joint holder status.
3. Minor can't open trading account.
4. For NRI's PIS bank account is compulsory

TRADING ACCOUNT RELATED DETAILS

For Individuals

A. OTHER DETAILS			
Gross Annual Income Details (please specify): Income Range per annum	<input type="checkbox"/> Below Rs 1 Lac	<input type="checkbox"/> 1-5 Lacs	<input type="checkbox"/> 5-10 Lacs
	<input type="checkbox"/> 10-25 Lacs	<input type="checkbox"/> 25 Lacs	
or			
Net-worth as on (date):	Amount	Rs.	
(Net worth should not be older than 1 year)			
Occupation : (please tick any one and give brief details):	<input type="checkbox"/> Private Sector	<input type="checkbox"/> Public Sector	<input type="checkbox"/> Government Service
	<input type="checkbox"/> Business	<input type="checkbox"/> Professional	<input type="checkbox"/> Agriculturist
	<input type="checkbox"/> Retired	<input type="checkbox"/> Housewife	<input type="checkbox"/> Student
	<input type="checkbox"/> Others		
Details :		
Please tick, if applicable:	Politically Exposed Person (PEP)	<input type="checkbox"/>	
	Related to a Politically Exposed Person (PEP)	<input type="checkbox"/>	
Any other information:			

B. BANK ACCOUNT(S) DETAILS (in order of preference)

Details	Bank 1	Bank 2
Bank Name		
Branch address		
Bank A/c Number		
Account Type (SB/CA/NRE/NRO)	SB <input type="checkbox"/> CA <input type="checkbox"/> NRE <input type="checkbox"/> NRO <input type="checkbox"/>	SB <input type="checkbox"/> CA <input type="checkbox"/> NRE <input type="checkbox"/> NRO <input type="checkbox"/>
MICR No.		
IFS Code		
Default	Bank1 <input type="checkbox"/>	Bank2 <input type="checkbox"/>

C. DEPOSITORY ACCOUNT(S) DETAILS

Details	DP 1	DP 2
Depository Participant Name		
Depository Name(NSDL/CDSL)		
Beneficiary Name		
DP ID		
Beneficiary ID(BO ID)		
Default	DP1 <input type="checkbox"/>	DP2 <input type="checkbox"/>

D. TRADING PREFERENCES

*Please sign in the relevant boxes where you wish to trade. The segment not chosen should be struck off by the client.

Exchanges	Segments	:	Signatures of Client
NSE	Cash	:	<input checked="" type="checkbox"/> X9 A
	Currency Derivative	:	<input checked="" type="checkbox"/> X9 B
	F&O	:	<input checked="" type="checkbox"/> X9 C
	Mutual Fund	:	<input checked="" type="checkbox"/> X9 D
	Margin Trading	:	<input checked="" type="checkbox"/> X9 E

BSE	Cash	:	<input checked="" type="checkbox"/> X9 F
	F & O	:	<input checked="" type="checkbox"/> X9 G
	Mutual Fund	:	<input checked="" type="checkbox"/> X9 H
USE	Currency Derivative	:	<input checked="" type="checkbox"/> X9 I

* If, in future, the client wants to trade on any new segment/new exchange, separate Authorization/letter should be taken from the client by the stock broker.

E. PAST ACTIONS

▪ Details of any action/proceedings initiated/pending/ taken by SEBI/ Stock exchange/any other authority against the applicant/constituent or its Partners/promoters/whole time directors/authorized persons in charge of dealing in securities during the last 3 years:

Yes No

If Yes attach annexure giving details

F. DEALINGS THROUGH SUB-BROKERS / AUTHORIZED PERSON AND OTHER STOCK BROKERS

▪ If client is dealing through the Sub-Broker / Authorized Person, provide the following details:

Sub-Broker's / Authorized Person's Name:

SEBI Registration number:

Registered office address:

Ph: Fax: Website:

- Whether dealing with any other stock broker / Sub-Broker / Authorized Person (in case dealing with multiple stock brokers / Sub-Brokers / Authorized Person, provide details of all)

Yes / No

Name of stock broker:.....

Name of Sub-Broker / Authorized Person, if any:.....

Client Code:Exchange:

Details of disputes/dues pending from/to such stock broker/Sub-Broker / Authorized Person:

- Whether KYC - KRA registered with any other intermediary (Yes / No)

Detail.....

G. ADDITIONAL DETAILS

- Whether you wish to receive physical contract note or Electronic Contract Note (ECN) (please specify):

Specify your Email ID, If applicable :

- Whether you wish to avail of the facility of internet trading/ wireless technology (Yes / No)

(If Yes, please specify) : NEST Trader Web NEST Mobile NOW Fastrade

- Number of years of Investment/Trading Experience:

- In case of non-individuals, name, designation, PAN, UID, signature, residential address and photographs of persons authorized to deal in securities on behalf of company/firm/others:

.....

.....

- Any other information:

H. INTRODUCER DETAILS (optional)

Name of the Introducer:

...../...../.....
 (Surname) (Name) (Middle Name)

Status of the Introducer: Sub-broker/Remisier/Authorized Person/Existing Client/Others, please specify.....

Address and phone no. of the Introducer:

Signature of the Introducer:

Phone :

I. NOMINATION DETAILS (for individuals only)
(Enclose relevant proof of nominee)

I / We wish to nominate

I / We do not wish to nominate

Name of the Nominee:

Relationship with the Nominee:.....

PAN of Nominee:.....Date of Birth of Nominee:.....

Address and phone no. of the Nominee:.....

.....

If Nominee is a minor, details of guardian:

Name of guardian:

Address and phone no. of Guardian:

.....

Signature of guardian

WITNESSES (Only applicable in case the account holder has made nomination)

Name : Name :

Signature : Signature :

Address : Address :

.....

.....

DECLARATION

1. I/We hereby declare that the details furnished above are true and correct to the best of my/our knowledge and belief and I/we 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/we are aware that I/we may be held liable for it.
2. I/We confirm having read/been explained and understood the contents of the document on policy and procedures of the stock broker and the tariff sheet.
3. I/We further confirm having read and understood the contents of the 'Rights and Obligations' document(s) and 'Risk Disclosure Document'. I/We do hereby agree to be bound by such provisions as outlined in these documents. I/We have also been informed that the standard set of documents has been displayed for Information on stock broker's designated website, if any.

Place _____

Date _____

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(_____)

Signature of Client

FOR OFFICE USE ONLY

UCC Code allotted to the Client: _____

	Documents verified with Originals	Client Interviewed By	In-Person Verification done by
Name			
Employee / Member Code			
Designation			
Date			
Signature			

I / We undertake that I/we have made the client aware of 'Policy and Procedures', tariff sheet and all the non-mandatory documents. 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 and all the non-mandatory documents 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.

.....
Signature of the Authorised Signatory

Date

Seal/Stamp of the stock broker

INSTRUCTIONS/ CHECK LIST

1. Additional documents in case of trading in derivatives segments - illustrative list: (to be submitted every year)

Copy of ITR Acknowledgement	Copy of Annual Accounts
In case of salary income - Salary Slip, Copy of Form 16	Net worth certificate
Copy of demat account holding statement.	Bank account statement for last 6 months
Any other relevant documents substantiating ownership of assets.	Self declaration with relevant supporting documents.

*In respect of other clients, documents as per risk management policy of the stock broker need to be provided by the client from time to time.

2. Copy of cancelled cheque leaf/ pass book/bank statement specifying name of the constituent, MICR Code or/and IFSC Code of the bank should be submitted.
3. Demat master or recent holding statement issued by DP bearing name of the client.
4. For individuals:
 - a. Stock broker has an option of doing 'in-person' verification through web camera at the branch office of the stock broker/sub-broker's office.
 - b. In case of non-resident clients, employees at the stock broker's local office, overseas can do in-person' verification. Further, considering the infeasibility of carrying out 'In-person' verification of the non-resident clients by the stock broker's staff, attestation of KYC documents by Notary Public, Court, Magistrate, Judge, Local Banker, Indian Embassy / Consulate General in the country where the client resides may be permitted.
5. For non-individuals:
 - a. Form need to be initialized by all the authorized signatories.
 - b. Copy of Board Resolution or declaration (on the letterhead) naming the persons authorized to deal in securities on behalf of company/firm/others and their specimen signatures.

POLICIES & PROCEDURES

Policies with respect to orders in Penny Stocks: The term Penny Stocks could be used to refer to stocks trading at a price less than Rs10 or at a price less than the face value. These stocks have less liquidity and small trading volumes, which make them prone to price manipulation. The clients are cautioned to exercise due care while dealing in Penny Stocks as trading in such stocks are very risky. To check excess volatility and chances of price manipulation the list of such stocks are put out by the Exchanges on a monthly basis in special categories and it is for the clients to exercise due diligence while dealing with such stocks. Permissions to deal/providing limits in such stocks is at our sole discretion and we may choose to allow or disallow clients in dealing on them depending on a number of factors including regulatory norms, our risk management system etc.

Client's Exposure Limit: We have a margin based Risk Management System. The Client's Credit balance in the ledger, the securities held in Beneficiary Account, cash margin if any, POA stock etc. is considered for setting exposure limits. We may from time to time impose and vary limits on the orders that the client can place through our trading system (including exposure limits, turnover limits, limits as to the number of times of the value and / or kind of securities in respect of which orders can be placed etc.) The client is aware and agrees that the CSBL may need to vary or reduce the limits or impose new limits urgently on the basis of the stock broker's risk perception and other factors considered relevant by the stock broker including but not limited to limits on account of exchange/SEBI directions/limits (such as broker specific exposures etc.) and we may be unable to inform the client of such variation that the CSBL shall not be responsible for such inability to route any order through its trading system on account of any such variation, reduction or imposition of limits. The client further agrees that the CSBL may at any time, at its sole discretion and without prior notice, prohibit or restrict the client's ability to place orders or trade in securities through the stock broker, or it may subject any order placed by the client to a review before its entry into the trading systems and may refuse to execute/allow execution of orders due to but not limited to the reason of lack of margin/securities or the order being outside the limits set it/ Exchange/SEBI and any other reasons which it may deem appropriate in the circumstances. The client agrees that the losses, if any on account of such refusal or due to delay caused by such review, shall be borne exclusively by the client alone. In case of exposure taken on the basis of shares margin, the payment is required to be made before the exchange pay in date otherwise it will be liable to square off after the pay in time or any time due to shortage of margin.

Brokerage Rate: Brokerage would be charged by CSBL at mutually agreed (between CSBL, its Sub-Broker / Authorized Person & client) rates within the permissible limits as prescribed by SEBI/Exchanges (presently stipulated as not to exceed 2.5% of the trade value- & which is inclusive of the sub broker's brokerage not to exceed 1.5% of the trade value).

Penalty/Delayed payment Charges by either party: The Client is aware and agree that pay-in of Securities or Funds are required to be made to CSBL on or before the payin time on T+2 day. The client will be liable to pay late pay in/delayed payment charges for not making payment of their payin/margin obligation on time as per the exchange requirement at the rate of 2% per month. However, this shall not be construed to mean / or result in a permanent practice resulting in funding of the client by the broker in contravention of applicable laws. Further where the stock broker has to pay any fine or suffer penalty from any authority in connection 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

Sale of client Securities, Closing clients' Position due to non payment of Client dues: The client is informed by CSBL that in case of any delay by client which being beyond permissible time limits as prescribed by SEBI's / Exchange's rules, regulations, byelaws, circulars / other applicable laws, in making the payment / clearing off obligations, dues, debit balances, margin, MTM debit balance etc., then client's open positions might be squared-off, credit balances of securities or securities lying with Broker might be sold off, credit balance of funds might be adjusted against client's obligation, debit balances or liabilities without any notice from CSBL and the client agrees to the same.

Shortages in obligations arising out of internal netting of trades: Clients are required to make Securities / Funds payin on or before payin time on T+2 day. In case of default in security pay-in, by the client and the shortage is at member level i.e. internal shortage, then the benefit calculated is the lowest among the highest NSE/BSE rates for T, T+1 & T+2; plus penalty (decided by the member from time to time) will be debited to the defaulting client and the same is passed on to the opposite party.

In case of the default of securities pay-in by the client, other than internal shortage, auction value of the respective exchange plus penalty, if any and other statutory charges shall be recovered from the defaulting client alongwith brokerage. In case of the shortage from exchange the exchange will conduct auction and transfer the shares on auction payout day and will be credited shares and / or funds to the respective clients on settlement by Exchange.

In the case of funds default by the client, the member shall be liquidating the stocks to recover the money. Any shortfall arising out of the liquidating securities by the members shall also be recovered from the defaulting client along with interest (decided by the member from time to time).

Conditions for barring client from taking further position & closing of existing position : The clients are obliged to monitor their positions regularly to ensure prompt pay-in to member. Failure/delay to meet margin obligations, pay-in obligations; failure/delay to clear outstanding debit balance by the client within the permissible time limit or beyond the time as CSBL has prescribed in its Risk Management Policy, frequent returning of cheques, cancellation of trades by the Exchange suo moto are among the few circumstances which may result in CSBL not permitting the client to take any fresh position/ closing the existing position or open position without any further notice. CSBL in our discretion may not reverse this, till such time that the client clear his/her/its' dues.

TemporarySuspension / Account closure: Either client or CSBL can initiate steps for temporary suspension and account closure of the client. The client can do so through prior written signed request made within a reasonable time to our Office at Kochi. Account closure requests would be entertained subject to the client clearing their entire dues/obligations. During the period the client account is suspended, the market transaction in the client account will be prohibited. However the client shares/ledger balance settlement can take place.

CSBL can initiate the temporary suspension of a client account due to its dormant/inactive status. Dormant / inactive accounts refers to those accounts with no transaction for two year from the last date of transaction. The period of two year will be counted from the last day of respective month in which the last transaction as aforesaid took place.

Failure/delay to meet margin obligations, pay-in obligations; failure/delay to clear outstanding debit balance by the client could also result in CSBL deciding to temporarily suspend the client account/close the same.

Deregistration of the client: Notwithstanding anything contrary stated in the agreement, CSBL shall be entitled to terminate the agreement with immediate effect in any of the the following circumstances:

- i. If the action of the client are prima facie illegal/improper or such as to manipulate the price of any securities or disturb the normal/proper functioning of securities or disturb the normal/proper functioning of the market, either alone or in conjunction with others.
- ii. If there is any commencement of a legal process against the client under any law in force;
- iii. On the death/lunacy or other disability of the Client;
- iv. If the client being a partnership firm, has any steps taken by the Client and/ or its partners for dissolution of the partnership;
- v. If the Client suffers any adverse material change in his/her /its financial position or defaults in any other agreement with the Stock Broker;

vi. If there is reasonable apprehension that the Client is unable to pay its debts or the Client has admitted its inability to pay its debts, as they become payable;vii. If the Client is in breach of any term, condition or covenant of this Agreement;

viii. If the Client has made any material misrepresentation of facts, including (without limitation) in relation to theSecurity;

ix. If a receiver, administrator or liquidator has been appointed or allowed to be appointed of all or any part of the undertaking of the client;

x. If the Client have taken or suffered to be taken any action for its reorganization, liquidation or dissolution;

xi. If the Client has voluntarily or compulsorily become the subject of proceedings under any bankruptcy or insolvency law or being a company, goes into liquidation or has a receiver appointed in respect of its assets or refers itself to the Board for Industrial and Financial Reconstruction or under any other law providing protection as a relief undertaking;

xii. If any covenant or warranty of the Client is incorrect or untrue in any material respect;

☞ X 11

Signature :

Client's Name :

Client Code: :

Date :

TARIFF SHEET			
BROKERAGE STRUCTURE			
		PERCENTAGE	MINIMUM PAISE
Equity Segment (Subject to a ceiling of 2.5% of the turnover).	Same day square off		
	Delivery		
Futures Segment (Subject to a ceiling of 2.5% of the turnover)			
Options Segment (Subject to a ceiling of 2.5% of premium or Rs.100 per lot)		Rs._____ per lot	
Currency Derivatives - Futures Segment (Subject to a ceiling of 2.5% of the turnover)			
Currency Derivatives- Options Segment (Subject to a ceiling of 2.5% of premium or Rs.100 per lot)		Rs._____ per lot	
Mutual Fund			

Note : Applicable statutory charges are levied separately e.g. STT, SEBI Turnover Fees, Exchanges Transaction Charges, Stamp Duty, Service Tax, Education Cess, Swachh Bharat Cess (SBC) etc.

Name :

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Signature of the Client: _____

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INVESTORS' RIGHTS AND OBLIGATIONS

1.1 You should familiarise yourself with the protection accorded to the money or other property you may deposit with your member, particularly in the event of a default in the Cash Market / F&O market / Currency Derivatives market or the broking firm's insolvency or bankruptcy.

1.1.1 Please ensure that you have a documentary proof of your having made deposit of such money or property with the member, stating towards which account such money or property deposited.

1.1.2 Further, it may be noted that the extent to which you may recover such money or property may be governed by the Bye-laws and Regulations of NSE/BSE and the scheme of the Investors' Protection Fund in force from time to time.

1.1.3 Any dispute with the member with respect to deposits, margin money, etc., and producing an appropriate proof thereof, shall be subject to arbitration as per the Rules, Byelaws/Regulations of NSE/BSE or its Clearing Corporation.

1.2 Before you begin to trade, you should obtain a clear idea from your member of all brokerage, commissions, fees and other charges which will be levied on you for trading. These charges will affect your net cash inflow or outflow.

1.3 You should exercise due diligence and comply with the following requirements of the NSE/BSE and/or SEBI:

1.3.1 Please deal only with and through SEBI registered members of the Stock Exchange and are enabled to trade on the Exchange. All SEBI registered members are given a registration no., which may be verified from SEBI. The details of all members of NSE/BSE and whether they are enabled to trade may be verified from NSE/BSE website (www.nseindia.com/www.bseindia.com).

1.3.2 Demand any such information, details and documents from the member, for the purpose of verification, as you may find it necessary to satisfy yourself about his credentials.

1.3.3 Furnish all such details in full as are required by the member as required in "Know Your Client" form, which may also include details of PAN or Passport or Driving License or Voters Id, or Ration Card, bank account and depository account, or any such details made mandatory by NSE/BSE/ SEBI at any time, as is available with the investor.

1.3.4 Execute all documents in the form prescribed by SEBI and/or the Relevant Authorities.

1.3.5 Give any order for buy or sell of a security / derivatives contract in writing or in such form or manner, as may be mutually agreed. Giving instructions in writing ensures that you have proof of your intent, in case of disputes with the member.

1.3.6 Ensure that a contract note is issued to you by the member which contains minute records of every transaction. Verify that the contract note contains details of order number, trade number, trade time, trade price, trade quantity, details of the currency derivatives contract, client code allotted to you and showing the brokerage separately. Contract notes are required to be given/ sent by the member to the investors latest on the next working day of the trade. Contract note can be issued by the member either in electronic form using digital signature as required, or in hard copy. In case you do not receive a contract note on the next working day or at a mutually agreed time, please get in touch with the Investors Grievance Cell of NSE/BSE, without delaying.

1.3.7 Facility of Trade Verification is available on NSE/BSE website ([www.nseindia.com/ www.bseindia.com](http://www.nseindia.com/www.bseindia.com)), where details of trade as mentioned in the contract note may be verified from the trade date up to five trading

days. Where trade details on the website, do not tally with the details mentioned in the contract note, immediately get in touch with the Investors Grievance Cell of NSE/BSE.

1.3.8 Ensure that payment of funds against settlement is given to the concerned member within one working day prior to the date of pay-in announced by NSE/BSE or its Clearing Corporation. Payments should be made only by account payee cheque in favour of the firm/company of the trading member and a receipt or acknowledgement towards what such payment is made be obtained from the member.

1.3.9 In case pay-out of funds is not received on the next working day after date of pay-out announced by NSE/BSE or its Clearing Corporation, please follow-up with the concerned member for its receipt. In case pay-out is not received as above from the member within five working days, ensure that you lodge a complaint immediately with the Investors' Grievance Cell of NSE/BSE.

1.3.10 Every member is required to send a complete 'Statement of Accounts', for both settlements and margins, to each of its constituents, at such periodicity as may be prescribed from time to time. You should report errors, if any, in the Statement immediately, but not later than 30 calendar days of receipt thereof, to the member. In case the error is not rectified or there is a dispute, ensure that you refer such matter to the Investors Grievance Cell of NSE/BSE, without delaying.

1.3.11 In case of a complaint against a member, you should address the complaint to the Office as may be specified by NSE/BSE from time to time.

1.4 In case where a member surrenders his membership, NSE/BSE gives a public notice inviting claims, if any, from investors. In case of a claim, relating to "transactions executed on the trading system" of NSE/BSE, ensure that you lodge a claim with NSE/BSE/Clearing Corporation within the stipulated period and with the supporting documents.

1.5 In case where a member is expelled from trading membership or declared a defaulter, NSE/BSE gives a public notice inviting claims, if any, from investors. In case of a claim, relating to "transactions executed on the trading system" of NSE/BSE, ensure that you lodge a claim with NSE/BSE within the stipulated period and with the supporting documents.

1.6 Claims against a defaulter/expelled member found to be valid as prescribed in the relevant Rules/Bye - laws and the scheme under the Investors' Protection Fund (IPF) may be payable as prescribed by SEBI.

Notes:

1. The term 'constituent' shall mean and include a client, a customer or an investor, who deals with a trading member of NSE/BSE for the purpose of buying and / or selling of securities / F&O contracts / currency derivatives contracts through the mechanism provided by NSE/BSE.

2. The term 'member' shall mean and include a trading member or a broker or a stock broker, who has been admitted as such by NSE/BSE and who holds a registration certificate from SEBI.

3. The term 'contract' refers to a F&O / currency derivatives contract and the term 'underlying' refers to the underlying index / stock / currency of such contract.

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Signature of the Client :


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RUNNING ACCOUNT AUTHORISATION

Date:.....

Cochin Stock Brokers Ltd. (CSBL)
Regd. Office: MES Dr. P.K Abdul Gafoor Memorial Cultural Complex,
36/1565, 4th Floor, Judges Avenue, Kaloor, Kochi -682017.

I/We am/are dealing through you as a client in Capital Market and/or Future & Option segment and / or Currency segment & in order to facilitate ease of operations and upfront requirement of margin for trade. I/We authorize you as under:

1. I/We request you to maintain running balance in my/our account & retain the credit balance in any of my/our account and to use the unused funds towards my/our margin/pay-in/other future obligation(s) at any segment(s) of any or all the Exchange(s)/Clearing corporation unless I/we instruct you otherwise.
2. I/We request you to retain securities with you for my/our margin/pay-in/other-future obligation(s) at any segment(s) of any or all the Exchange(s)/Clearing corporation, unless I/we instruct you to transfer the same to my/our account.
3. I/We request you to settle my/our account for funds and securities on a
Quarterly **OR** monthly basis. *(Tick any one)*  **X 14 Clients signature**.....

or such other higher period as allowed by SEBI/Stock Exchange time to time, as specified by me/us in your Back office System, except the funds given towards collaterals/margin in form of Bank Guarantee and/or Fixed Deposit Receipt.

4. In case I/We have an outstanding obligation on the settlement date, you may retain the requisite securities/funds towards such obligations and may also retain the funds expected to be required to meet margin obligations for next 5 trading days, calculated in the manner specified by the exchanges.
5. I/We agree not to claim any interest from you on such securities/ funds so retained by you.
6. I/We confirm you that I/we will bring to your notice any dispute arising from the statement of account or settlement so made in writing within 7 working days from the date of receipt of funds/securities or statement of account or statement related to it, as the case may be at your registered office.
7. I/We confirm you that I/we can revoke the above mentioned authority at any time by giving a notice in writing to you.
8. Periodic settlement of running account may not be necessary for margin trading facility or funds received towards collaterals/ margin in form of Bank Guarantee, Fixed Deposit etc.
9. On my/our request/demand, you shall transfer the funds/securities within 1 working day if lying with you.

- 10. No inter-client adjustments shall be made for the purpose of settlement of my/our running account.
- 11. Balance below Rs. 10000/- will not be considered for Quarterly settlement of funds for active clients who have done atleast a single trade during the quarter prior to settlement of funds.

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Client Name: Signature

Client Code : PAN No.

Witness (1) Name: Signature:

Address :

(2) Name:Signature:

Address :

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CONSENT(S) FOR SMOOTH OPERATIONAL CONVENIENCE-CASH/F&O/CURRENCY SEGMENT

***This document is purely voluntary and all/any part thereof can be deleted before signing. Your consent can also be revoked at any time after execution by sending your written request to do so.**

I/We do hereby give my/ our consents as follows:

1. I/we may not be insisted upon, to place, modify or cancel my/our orders, in writing to your Sub-Broker / Authorized Person / you , instead, my/our oral instructions on these may be accepted.
2. I/We hereby authorise you to keep all the securities which we give you in margin including the payout of Securities received by us for meeting margin/other obligation on our behalf in stock exchanges in whatever manner which may include pledging of shares or for giving the same as margin to the Stock Exchanges.
3. I/We request you to retain credit balance in any of my /our account and to issue the idle funds towards our margin/ future obligations at any or both the Exchanges unless I/we instruct you otherwise. I/We also authorize you to debit the necessary demat charged from time to time, for keeping the shares in your client demat beneficiary account on my/our behalf. I/We also authorise you to debit the financial charges 2%p.m for the debit balances if any, in my/ our account and not settled as per the exchange requirements.
4. Trading of all Exchanges is in Electronic Mode, based on VSAT, leased line, ISDN, Modem and VPN, Combination of technologies and computer systems to place and route orders. I/We understand that there exists a possibility of communication failure or system problems or slow or delayed response from system or trading halt, of any such other problem/glitch whereby not being able to establish access to the trading system/ network, which may be beyond your control and may result in delay in processing or not processing buy or sell Orders either in part or in full. I/we agree that I/We shall not hold you liable or responsible for any such problems/fault.
5. I/We, am/are agreeable for inter – settlement transfer of securities, that is for settling pay out of securities of one settlement with the payin of subsequent settlement in the same exchange or another exchange when possible.
6. I/We have a Trading as well as depository relationship with CSBL. Please debit the charges relevant with Depository services from my/our trading account as and when the charges accrue. I/we agree to maintain the adequate balance in my trading account/ pay adequate advance fee for the said reasons.
7. I/We agree that all fines/penalties /charges etc levied upon you by the Exchanges/SEBI for my/our transactions / deeds/ actions/mistakes are recoverable by you from my/our accounts.
8. I/We agree to furnish periodic updation of financial information to you. Documentary evidence of the same will also be furnished to you if you require/ Since we are your non individual clients we shall also submit our audited accounts/ shareholding pattern, updated list of directors/ Partners etc also every year.
9. I/We are aware & agree that you can charge us for any additional services provided by you as per my/ our oral/ written request.

- 10. Consent to receive Contract Notes, Daily Margin Report, Quarterly Statement of Accounts of Funds & Securities, ASFS Statement, STT Report, Email Alerts and other documents through e-mail:
 - (i) I/We request you to send me/us above said documents through e-mail to the e-mail id given to you by me and the same shall be binding upon me/us.
 - (ii) I/we will check the relevant emails regularly as may be sent by you into my/our e-mail id.
- 11. These consents, instructions and confirmations shall also apply to all other past, present and future transactions with you.
- 12. I/we have noted your designated e-mail id for investor complaints/grievances.

All/any of the aforesaid consents shall be in-force until I/We revoke the same in writing giving you 15 days time.

I/we understand that the aforesaid consents are purely voluntary and have been given to you for smoother operations of my/our client account with you as our broker and then only I/we have put our signature only after proper understanding.

✎ X 16

Signature :

Client's Name :

Client Code: : **Date** :

VOLUNTARY

CONSENT FOR SECURITIES AS COLLATERAL

1. During the course of my/our trading through CSBL on NSE/BSE, securities shall be provided by me/us and be accepted on your terms as collateral for maintenance of margins/ providing trading limits on any of the Exchange segments. I/We am/are aware that only Approved Securities are acceptable as collateral.
2. That such securities transferred by me/us to CSBL shall be from BO accounts held in my/our name /Joint name.
3. That I/we hereby authorize you to utilize any such securities retained in my/our account with you in any segment towards collateral.
4. That these securities shall be valued at current market prices and credit (referred to my/our Collateral amount) shall be assigned only after applying the due haircut percentages which shall vary from security to security.
5. That I/we undertake to replenish any short fall in the value of securities in the form of additional securities and / or cash, as is acceptable to CSBL by the start of the next trading session from the time of CSBL intimating me/us on such short fall either orally or in writing.
6. That I/we hereby authorize CSBL to dispose/liquidate my/our securities to meet any shortfall in Margins and / or adjust any outstanding dues in my/our account with CSBL.
7. That I/we have given the above authority CSBL with my/our free consent.
8. That in future I/we shall not make any claim upon CSBL, in any manner whatsoever for any losses and costs arising out of shortage in securities payin as mentioned in any of the points above and the delay in releasing my/our securities back, due to reasons associated with the Depository Participant/ Clearing House/ Custodian/ Clearing Member or any such entity.
9. That this is my/our true irrevocable statement and shall continue to apply until my/our trading rights with CSBL are terminated and / or until all my/our obligations and dues are completely fulfilled and settled to the satisfaction of CSBL.

 **X 17**

Signature :

Client's Name :

Client Code: :

Date :



COCHIN STOCK BROKERS LIMITED

Subsidiary of Our Investments Enterprise Ltd. (OIEL)
[Formerly COCHIN STOCK EXCHANGE LIMITED]

Regd. Office: MES Dr. P K Abdul Gafoor Memorial Complex,
36/1565, 4th Floor, Judges Avenue, Kaloor, Cochin – 682017.
Telephone: 0484-3042500/3042595/3048519 Fax: 0484–2401169
Corporate Identity Number : U67120KL1999PLC013552
Email: csbl.co.in Website: www.csbl.co.in
Email id for investor complaints: csbl_grievance@csbl.co.in

Member Code : NSE - 10769, BSE - 263.

SEBI Registration Numbers: NSE (CM)-INB 231076937, NSE (F&O) – INF 231076937
NSE (CD) – INE 231076937, BSE (CM) – INB011076933, BSE (F&O)- INF011076933,
USE (CD) –INE 271076932, MF – ARN78992, DP: IN-DP-CDSL-147-2001, DP ID 12023900

CUSTOMER COPY - PROVIDED BY THE STOCK BROKER

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CUSTOMER COPY - PROVIDED BY THE STOCK BROKER

12	Rights and Obligations	Rights and Obligations of Beneficial Owner and Depository Participant as prescribed by SEBI and Depositories	38 - 40
13	Rights and Obligations	Document stating the Rights & Obligations of stock broker/trading member, Sub-Broker / Authorized Person and client for trading on exchanges (including additional rights & obligations in case of internet/wireless technology based trading).	41 - 45
14	Risk Disclosure Document (RDD)	Document detailing risks associated with dealing in the securities market.	46 - 49
15	Guidance Note	Document detailing do's and don'ts for trading on exchange, for the education of the investors.	50 - 51

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, SEBI (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 nocharges 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.

RIGHTS AND OBLIGATIONS OF STOCK BROKERS, SUB-BROKERS / AUTHORIZED PERSON AND CLIENTS

(as prescribed by SEBI and Stock Exchanges)

1. The client shall invest/trade in those securities/contracts/other instruments admitted to dealings on the Exchanges as defined in the Rules, Byelaws and Regulations of Exchanges/ Securities and Exchange Board of India (SEBI) and circulars/notices issued there under from time to time.
2. The stock broker, Sub-Broker / Authorized Person and the client shall be bound by all the Rules, Byelaws and Regulations of the Exchange and circulars/notices issued there under and Rules and Regulations of SEBI and relevant notifications of Government authorities as may be in force from time to time.
3. The client shall satisfy itself of the capacity of the stock broker to deal in securities and/or deal in derivatives contracts and wishes to execute its orders through the stock broker and the client shall from time to time continue to satisfy itself of such capability of the stock broker before executing orders through the stock broker.
4. The stock broker shall continuously satisfy itself about the genuineness and financial soundness of the client and investment objectives relevant to the services to be provided.
5. The stock broker shall take steps to make the client aware of the precise nature of the Stock broker's liability for business to be conducted, including any limitations, the liability and the capacity in which the stock broker acts.
6. The Sub-Broker / Authorized Person shall provide necessary assistance and co-operate with the stock broker in all its dealings with the client(s).

CLIENT INFORMATION

7. The client shall furnish all such details in full as are required by the stock broker in "Account Opening Form" with supporting details, made mandatory by stock exchanges/SEBI from time to time.
8. The client shall familiarize himself with all the mandatory provisions in the Account Opening documents. Any additional clauses or documents specified by the stock broker shall be non-mandatory, as per terms & conditions accepted by the client.
9. The client shall immediately notify the stock broker in writing if there is any change in the information in the 'account opening form' as provided at the time of account opening and thereafter; including the information on winding up petition/insolvency petition or any litigation which may have material bearing on his capacity. The client shall provide/update the financial information to the stock broker on a periodic basis.
10. The stock broker and Sub-Broker / Authorized Person shall maintain all the details of the client as mentioned in the account opening form or any other information pertaining to the client, confidentially and that they shall not disclose the same to any person/authority except as required under any law/regulatory requirements. Provided however that the stock broker may so disclose information about his client to any person or authority with the express permission of the client.

MARGINS

11. The client shall pay applicable initial margins, withholding margins, special margins or such other margins as are considered necessary by the stock broker or the Exchange or as may be directed by SEBI from time to time as applicable to the segment(s) in which the client trades. The stock broker is permitted in its sole and absolute discretion to collect additional margins (even though not required by the Exchange, Clearing House/Clearing Corporation or SEBI) and the client shall be obliged to pay such margins within the stipulated time.
12. The client understands that payment of margins by the client does not necessarily imply complete satisfaction of all dues. In spite of consistently having paid margins, the client may, on the settlement of its trade, be obliged to pay (or entitled to receive) such further sums as the contract may dictate/require.

TRANSACTIONS AND SETTLEMENTS

13. The client shall give any order for buy or sell of a security/derivatives contract in writing or in such form or manner, as may be mutually agreed between the client and the stock broker. The stock broker shall ensure to place orders and execute the trades of the client, only in the Unique Client Code assigned to that client.
14. The stock broker shall inform the client and keep him apprised about trading/settlement cycles, delivery/ payment schedules, any changes therein from time to time, and it shall be the responsibility in turn of the client to comply with such schedules/procedures of the relevant stock exchange where the trade is executed.

15. The stock broker shall ensure that the money/securities deposited by the client shall be kept in a separate account, distinct from his/its own account or account of any other client and shall not be used by the stock broker for himself/itself or for any other client or for any purpose other than the purposes mentioned in Rules, Regulations, circulars, notices, guidelines of SEBI and/or Rules, Regulations, Bye-laws, circulars and notices of Exchange.
16. Where the Exchange(s) cancels trade(s) suo moto all such trades including the trade/s done on behalf of the client shall ipso facto stand cancelled, stock broker shall be entitled to cancel the respective contract(s) with client(s).
17. The transactions executed on the Exchange are subject to Rules, Byelaws and Regulations and circulars/notices issued thereunder of the Exchanges where the trade is executed and all parties to such trade shall have submitted to the jurisdiction of such court as may be specified by the Byelaws and Regulations of the Exchanges where the trade is executed for the purpose of giving effect to the provisions of the Rules, Byelaws and Regulations of the Exchanges and the circulars/notices issued thereunder.

BROKERAGE

18. The Client shall pay to the stock broker brokerage and statutory levies as are prevailing from time to time and as they apply to the Client's account, transactions and to the services that stock broker renders to the Client. The stock broker shall not charge brokerage more than the maximum brokerage permissible as per the rules, regulations and bye-laws of the relevant stock exchanges and/or rules and regulations of SEBI.

LIQUIDATION AND CLOSE OUT OF POSITION

19. Without prejudice to the stock broker's other rights (including the right to refer a matter to arbitration), the client understands that the stock broker shall be entitled to liquidate/close out all or any of the client's positions for non-payment of margins or other amounts, outstanding debts, etc. and adjust the proceeds of such liquidation/close out, if any, against the client's liabilities/obligations. Any and all losses and financial charges on account of such liquidation/closing-out shall be charged to and borne by the client.
20. In the event of death or insolvency of the client or his/its otherwise becoming incapable of receiving and paying for or delivering or transferring securities which the client has ordered to be bought or sold, stock broker may close out the transaction of the client and claim losses, if any, against the estate of the client. The client or his nominees, successors, heirs and assignee shall be entitled to any surplus which may result there from. The client shall note that transfer of funds/securities in favor of a Nominee shall be valid discharge by the stock broker against the legal heir.
21. The stock broker shall bring to the notice of the relevant Exchange the information about default in payment/delivery and related aspects by a client. In case where defaulting client is a corporate entity/partnership/proprietary firm or any other artificial legal entity, then the name(s) of Director(s)/Promoter(s)/Partner(s)/Proprietor as the case may be, shall also be communicated by the stock broker to the relevant Exchange(s).

DISPUTE RESOLUTION

22. The stock broker shall provide the client with the relevant contact details of the concerned Exchanges and SEBI.
23. The stock broker shall co-operate in redressing grievances of the client in respect of all transactions routed through it and in removing objections for bad delivery of shares, rectification of bad delivery, etc.
24. The client and the stock broker shall refer any claims and/or disputes with respect to deposits, margin money, etc., to arbitration as per the Rules, Byelaws and Regulations of the Exchanges where the trade is executed and circulars/notices issued thereunder as may be in force from time to time.
25. The stock broker shall ensure faster settlement of any arbitration proceedings arising out of the transactions entered into between him vis-à-vis the client and he shall be liable to implement the arbitration awards made in such proceedings.
26. The client/stock-broker understands that the instructions issued by an authorized representative for dispute resolution, if any, of the client/stock-broker shall be binding on the client/stock-broker in accordance with the letter authorizing the said representative to deal on behalf of the said client/stock-broker.

TERMINATION OF RELATIONSHIP

27. This relationship between the stock broker and the client shall be terminated; if the stock broker for any reason ceases to be a member of the stock exchange including cessation of membership by reason of the stock broker's default, death, resignation or expulsion or if the certificate is cancelled by the Board.
28. The stock broker, Sub-Broker / Authorized Person and the client shall be entitled to terminate the relationship between them without giving any reasons to the other party, after giving notice in writing of not less than one month to the other parties. Notwithstanding any such termination, all rights, liabilities and obligations of the parties arising out of or in respect of transactions entered into prior to the termination of this relationship shall continue to subsist and vest in/be binding on the respective parties or his/its respective heirs, executors, administrators, legal representatives or successors, as the case may be.
29. In the event of demise/insolvency of the Sub-Broker / Authorized Person or the cancellation of his/its registration with the Board or/withdrawal of recognition of the Sub-Broker / Authorized Person by the stock exchange and/or termination of the agreement with the Sub-Broker / Authorized Person by the stock broker, for any reason whatsoever, the client shall be informed of such termination and the client shall be deemed to be the direct client of the stock broker and all clauses in the 'Rights and Obligations' document(s) governing the stock broker, Sub-Broker / Authorized Person and client shall continue to be in force as it is, unless the client intimates to the stock broker his/its intention to terminate their relationship by giving a notice in writing of not less than one month.

ADDITIONAL RIGHTS AND OBLIGATIONS

30. The stock broker shall ensure due protection to the client regarding client's rights to dividends, rights or bonus shares, etc. in respect of transactions routed through it and it shall not do anything which is likely to harm the interest of the client with whom and for whom they may have had transactions in securities.
31. The stock broker and client shall reconcile and settle their accounts from time to time as per the Rules, Regulations, Bye Laws, Circulars, Notices and Guidelines issued by SEBI and the relevant Exchanges where the trade is executed.
32. The stock broker shall issue a contract note to his constituents for trades executed in such format as may be prescribed by the Exchange from time to time containing records of all transactions including details of order number, trade number, trade time, trade price, trade quantity, details of the derivatives contract, client code, brokerage, all charges levied etc. and with all other relevant details as required therein to be filled in and issued in such manner and within such time as prescribed by the Exchange. The stock broker shall send contract notes to the investors within one working day of the execution of the trades in hard copy and/or in electronic form using digital signature.
33. The stock broker shall make pay out of funds or delivery of securities, as the case may be, to the Client within one working day of receipt of the payout from the relevant Exchange where the trade is executed unless otherwise specified by the client and subject to such terms and conditions as may be prescribed by the relevant Exchange from time to time where the trade is executed.
34. The stock broker shall send a complete 'Statement of Accounts' for both funds and securities in respect of each of its clients in such periodicity and format within such time, as may be prescribed by the relevant Exchange, from time to time, where the trade is executed. The Statement shall also state that the client shall report errors, if any, in the Statement within such time as may be prescribed by the relevant Exchange from time to time where the trade was executed, from the receipt thereof to the Stock broker.
35. The stock broker shall send daily margin statements to the clients. Daily Margin statement should include, inter-alia, details of collateral deposited, collateral utilized and collateral status (available balance/due from client) with break up in terms of cash, Fixed Deposit Receipts (FDRs), Bank Guarantee and securities.
36. The Client shall ensure that it has the required legal capacity to, and is authorized to, enter into the relationship with stock broker and is capable of performing his obligations and undertakings hereunder. All actions required to be taken to ensure compliance of all the transactions, which the Client may enter into shall be completed by the Client prior to such transaction being entered into.

ELECTRONIC CONTRACT NOTES (ECN)

37. In case, client opts to receive the contract note in electronic form, he shall provide an appropriate e-mail id to the stock broker. The client shall communicate to the stock broker any change in the email-id through a physical letter. If the client has opted for internet trading, the request for change of email id may be made through the secured access by way of client specific user id and password.
38. The stock broker shall ensure that all ECNs sent through the e-mail shall be digitally signed, encrypted, non-tamper able and in compliance with the provisions of the IT Act, 2000. In case, ECN is sent through e-mail as an attachment, the attached file shall also be secured with the digital signature, encrypted and non-tamperable.
39. The client shall note that non-receipt of bounced mail notification by the stock broker shall amount to delivery of the contract note at the e-mail ID of the client.
40. The stock broker shall retain ECN and acknowledgement of the e-mail in a soft and non-tamperable form in the manner prescribed by the exchange in compliance with the provisions of the IT Act, 2000 and as per the extant rules/regulations/circulars/guidelines issued by SEBI/Stock Exchanges from time to time. The proof of delivery i.e., log report generated by the system at the time of sending the contract notes shall be maintained by the stock broker for the specified period under the extant regulations of SEBI/stock exchanges. The log report shall provide the details of the contract notes that are not delivered to the client/e-mails rejected or bounced back. The stock broker shall take all possible steps to ensure receipt of notification of bounced mails by him at all times within the stipulated time period under the extant regulations of SEBI/stock exchanges.
41. The stock broker shall continue to send contract notes in the physical mode to such clients who do not opt to receive the contract notes in the electronic form. Wherever the ECNs have not been delivered to the client or has been rejected (bouncing of mails) by the e-mail ID of the client, the stock broker shall send a physical contract note to the client within the stipulated time under the extant regulations of SEBI/stock exchanges and maintain the proof of delivery of such physical contract notes.
42. In addition to the e-mail communication of the ECNs to the client, the stock broker shall simultaneously publish the ECN on his designated web-site, if any, in a secured way and enable relevant access to the clients and for this purpose, shall allot a unique user name and password to the client, with an option to the client to save the contract note electronically and/or take a print out of the same.

LAW AND JURISDICTION

43. In addition to the specific rights set out in this document, the stock broker, Sub-Broker / Authorized Person and the client shall be entitled to exercise any other rights which the stock broker or the client may have under the Rules, Bye-laws and Regulations of the Exchanges in which the client chooses to trade and circulars/notices issued thereunder or Rules and Regulations of SEBI.
44. The provisions of this document shall always be subject to Government notifications, any rules, regulations, guidelines and circulars/notices issued by SEBI and Rules, Regulations and Bye laws of the relevant stock exchanges, where the trade is executed, that may be in force from time to time.
45. The stock broker and the client shall abide by any award passed by the Arbitrator(s) under the Arbitration and Conciliation Act, 1996. However, there is also a provision of appeal within the stock exchanges, if either party is not satisfied with the arbitration award.
46. Words and expressions which are used in this document but which are not defined herein shall, unless the context otherwise requires, have the same meaning as assigned thereto in the Rules, Byelaws and Regulations and circulars/notices issued thereunder of the Exchanges/SEBI.
47. All additional voluntary clauses/document added by the stock broker should not be in contravention with rules/regulations/notices/circulars of Exchanges/SEBI. Any changes in such voluntary clauses/document(s) need to be preceded by a notice of 15 days. Any changes in the rights and obligations which are specified by Exchanges/SEBI shall also be brought to the notice of the clients.
48. 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 stock Exchanges where the trade is executed, such changes shall be deemed to have been incorporated herein in modification of the rights and obligations of the parties mentioned in this document.

INTERNET & WIRELESS TECHNOLOGY BASED TRADING FACILITY PROVIDED BY STOCK BROKERS TO CLIENT

(All the clauses mentioned in the '*Rights and Obligations*' document(s) shall be applicable. Additionally, the clauses mentioned herein shall also be applicable.)

1. Stock broker is eligible for providing Internet based trading (IBT) and securities trading through the use of wireless technology that shall include the use of devices such as mobile phone, laptop with data card, etc. which use Internet Protocol (IP). The stock broker shall comply with all requirements applicable to internet based trading/securities trading using wireless technology as may be specified by SEBI & the Exchanges from time to time.
2. The client is desirous of investing/trading in securities and for this purpose, the client is desirous of using either the internet based trading facility or the facility for securities trading through use of wireless technology. The Stock broker shall provide the Stock broker's IBT Service to the Client, and the Client shall avail of the Stock broker's IBT Service, on and subject to SEBI/Exchanges Provisions and the terms and conditions specified on the Stock broker's IBT Web Site provided that they are in line with the norms prescribed by Exchanges/SEBI.
3. The stock broker shall bring to the notice of client the features, risks, responsibilities, obligations and liabilities associated with securities trading through wireless technology/internet/smart order routing or any other technology should be brought to the notice of the client by the stock broker.
4. The stock broker shall make the client aware that the Stock Broker's IBT system itself generates the initial password and its password policy as stipulated in line with norms prescribed by Exchanges/SEBI.
5. The Client shall be responsible for keeping the Username and Password confidential and secure and shall be solely responsible for all orders entered and transactions done by any person whatsoever through the Stock broker's IBT System using the Client's Username and/or Password whether or not such person was authorized to do so. Also the client is aware that authentication technologies and strict security measures are required for the internet trading/securities trading through wireless technology through order routed system and undertakes to ensure that the password of the client and/or his authorized representative are not revealed to any third party including employees and dealers of the stock broker
6. The Client shall immediately notify the Stock broker in writing if he forgets his password, discovers security flaw in Stock Broker's IBT System, discovers/suspects discrepancies/ unauthorized access through his username/password/account with full details of such unauthorized use, the date, the manner and the transactions effected pursuant to such unauthorized use, etc.
7. The Client is fully aware of and understands the risks associated with availing of a service for routing orders over the internet/securities trading through wireless technology and Client shall be fully liable and responsible for any and all acts done in the Client's Username/password in any manner whatsoever.
8. The stock broker shall send the order/trade confirmation through email to the client at his request. The client is aware that the order/ trade confirmation is also provided on the web portal. In case client is trading using wireless technology, the stock broker shall send the order/trade confirmation on the device of the client.
9. The client is aware that trading over the internet involves many uncertain factors and complex hardware, software, systems, communication lines, peripherals, etc. are susceptible to interruptions and dislocations. The Stock broker and the Exchange do not make any representation or warranty that the Stock broker's IBT Service will be available to the Client at all times without any interruption.
10. The Client shall not have any claim against the Exchange or the Stock broker on account of any suspension, interruption, non-availability or malfunctioning of the Stock broker's IBT System or Service or the Exchange's service or systems or non-execution of his orders due to any link/system failure at the Client/Stock brokers/Exchange end for any reason beyond the control of the stock broker/Exchanges.

RISK DISCLOSURE DOCUMENT(RDD) 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.

GUIDANCE NOTE - DO's AND DON'Ts FOR TRADING ON THE EXCHANGE(S) FOR INVESTORS

BEFORE YOU BEGIN TO TRADE

1. Ensure that you deal with and through only SEBI registered intermediaries. You may check their SEBI registration certificate number from the list available on the Stock exchanges www.exchange.com and SEBI website www.sebi.gov.in.
2. Ensure that you fill the KYC form completely and strike off the blank fields in the KYC form.
3. Ensure that you have read all the mandatory documents viz. Rights and Obligations, Risk Disclosure Document, Policy and Procedure document of the stock broker.
4. Ensure to read, understand and then sign the voluntary clauses, if any, agreed between you and the stock broker. Note that the clauses as agreed between you and the stock broker cannot be changed without your consent.
5. Get a clear idea about all brokerage, commissions, fees and other charges levied by the broker on you for trading and the relevant provisions/ guidelines specified by SEBI/Stock exchanges.
6. Obtain a copy of all the documents executed by you from the stock broker free of charge.
7. In case you wish to execute Power of Attorney (POA) in favour of the Stock broker, authorizing it to operate your bank and demat account, please refer to the guidelines issued by SEBI/Exchanges in this regard.

TRANSACTIONS AND SETTLEMENTS

8. The stock broker may issue electronic contract notes (ECN) if specifically authorized by you in writing. You should provide your email id to the stock broker for the same. Don't opt for ECN if you are not familiar with computers.
9. Don't share your internet trading account's password with anyone.
10. Don't make any payment in cash to the stock broker.
11. Make the payments by account payee cheque in favour of the stock broker. Don't issue cheques in the name of Sub-Broker / Authorized Person. Ensure that you have a documentary proof of your payment/deposit of securities with the stock broker, stating date, scrip, quantity, towards which bank/ demat account such money or securities deposited and from which bank/ demat account.
12. Note that facility of Trade Verification is available on stock exchanges' websites, where details of trade as mentioned in the contract note may be verified. Where trade details on the website do not tally with the details mentioned in the contract note, immediately get in touch with the Investors Grievance Cell of the relevant Stock exchange.
13. In case you have given specific authorization for maintaining running account, payout of funds or delivery of securities (as the case may be), may not be made to you within one working day from the receipt of payout from the Exchange. Thus, the stock broker shall maintain running account for you subject to the following conditions:
 - a) Such authorization from you shall be dated, signed by you only and contains the clause that you may revoke the same at any time.
 - b) The actual settlement of funds and securities shall be done by the stock broker, at least once in a calendar quarter or month, depending on your preference. While settling the account, the stock broker shall send to you a 'statement of accounts' containing an extract from the client ledger for funds and an extract from the register of securities displaying all the receipts/deliveries of funds and securities. The statement shall also explain the retention of funds and securities and the details of the pledged shares, if any.
 - c) On the date of settlement, the stock broker may retain the requisite securities/funds towards outstanding obligations and may also retain the funds expected to be required to meet derivatives margin obligations for next 5 trading days, calculated in the manner specified by the exchanges. In respect of cash market transactions, the stock broker may retain entire pay-in obligation of funds

and securities due from clients as on date of settlement and for next day's business, he may retain funds/securities/margin to the extent of value of transactions executed on the day of such settlement in the cash market.

- d) You need to bring any dispute arising from the statement of account or settlement so made to the notice of the stock broker in writing preferably within 7 (seven) working days from the date of receipt of funds/securities or statement, as the case may be. In case of dispute, refer the matter in writing to the Investors Grievance Cell of the relevant Stock exchanges without delay.
14. In case you have not opted for maintaining running account and pay-out of funds/securities is not received on the next working day of the receipt of payout from the exchanges, please refer the matter to the stock broker. In case there is dispute, ensure that you lodge a complaint in writing immediately with the Investors Grievance Cell of the relevant Stock exchange.
15. Please register your mobile number and email id with the stock broker, to receive trade confirmation alerts/ details of the transactions through SMS or email, by the end of the trading day, from the stock exchanges.

IN CASE OF TERMINATION OF TRADING MEMBERSHIP

16. In case, a stock broker surrenders his membership, is expelled from membership or declared a defaulter; Stock exchanges gives a public notice inviting claims relating to only the "transactions executed on the trading system" of Stock exchange, from the investors. Ensure that you lodge a claim with the relevant Stock exchanges within the stipulated period and with the supporting documents.
17. Familiarize yourself with the protection accorded to the money and/or securities you may deposit with your stock broker, particularly in the event of a default or the stock broker's insolvency or bankruptcy and the extent to which you may recover such money and/or securities may be governed by the Bye-laws and Regulations of the relevant Stock exchange where the trade was executed and the scheme of the Investors' Protection Fund in force from time to time.

DISPUTES/ COMPLAINTS

18. Please note that the details of the arbitration proceedings, penal action against the brokers and investor complaints against the stock brokers are displayed on the website of the relevant Stock exchange.
19. In case your issue/problem/grievance is not being sorted out by concerned stock broker/Sub-Broker / Authorized Person then you may take up the matter with the concerned Stock exchange. If you are not satisfied with the resolution of your complaint then you can escalate the matter to SEBI.
20. Note that all the stock broker/Sub-Brokers / Authorized Person have been mandated by SEBI to designate an e-mail ID of the grievance redressal division/compliance officer exclusively for the purpose of registering complaints.