



**Indiabulls Securities Limited**  
*(Formerly Dhani Stocks Limited)*

**TRADING AND DEMAT REGISTRATION KIT**  
*For Non-Individuals*

**Version: 8.0**  
**Print Date: December 24, 2024**

**SET OF ACCOUNT OPENING DOCUMENT**

**DOCKET INDEX**

The prospective clients are informed regarding mandatory & non-mandatory documents as under:

S.No	Name of the Document	Brief Significance of the Document	Page No.
<b>Mandatory Documents as prescribed by SEBI &amp; Exchanges</b>			
1.	Account Opening Form	a) KYC Form: Document captures the basic information about the constituent along with an instruction / check list for filling the KYC form.	5 – 13
		b) Document captures the additional information about the constituent relevant to trading account	14 – 22
2.	Tariff sheet	Document detailing the rate/amount of brokerage and other charges levied on the client for trading on the stock exchange(s)	26
3.	Policies and Procedures	Document describing significant policies and procedures of the stock broker	29 – 33
4.	Depository Account Opening Form <b>(*Mandatory if Demat account is to be opened)</b>	a) Document captures the additional information about the constituent relevant to Demat account	23 – 25
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<b>Mandatory Documents as prescribed by SEBI &amp; Exchanges – to be provided to Applicant</b>			
5.	Rights and Obligations of Stock brokers, Sub brokers and Clients -Equity Segment	Document stating the Rights & Obligations of stock broker/trading member, sub-broker and client for trading on exchanges (including additional rights & obligations in case of internet/wireless technology based trading).	73 – 77
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9.	Rights and Obligations of Beneficial Owner & Depository Participant as prescribed by SEBI and Depositories	Document stating the Rights & Obligations Beneficial Owner & Depository Participant as prescribed by SEBI and Depositories	89 – 91
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S.No	Name of the Document	Brief Significance of the Document	Page No.
<b>VOLUNTARY DOCUMENTS AS PROVIDED BY THE STOCK BROKER</b>			
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35.	Consent / Acknowledgement	Consent form from client declaring receipt of mandatory documents mentioned in points	72

# following documents should not form part of either mandatory or voluntary documents.

1. Authorisation letter for any inter family / group company / related accounts adjustment.
2. Authorisation for adjustment of funds among securities exchange and commodities exchanges.

## Details of Broker/ Trading Member

**Name of the Stock Broker/Trading Member/Clearing Member:** Indiabulls Securities Limited (formerly Dhani Stocks Limited)

**Registered Office Address:** 1/1E, First Floor, East Patel Nagar, New Delhi - 110008.

**Correspondence Office Address:** Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana.  
Phone: 022-61446300; Fax: 0124 6681111; Website: [www.dhanistocks.com](http://www.dhanistocks.com) ; Email: [helpdesk@dhani.com](mailto:helpdesk@dhani.com) ;  
Grievances ID: [grievances\\_dsl@dhani.com](mailto:grievances_dsl@dhani.com)

**Compliance Officer Trading:** Ms. Sangeeta Dahiya; Phone: 022-61446310; Email: [complianceofficer@dhani.com](mailto:complianceofficer@dhani.com)

**Compliance Officer DP:** Mr. Akshay Kumar Tiwary; Phone: 022-61446320; Email: [complianceofficer\\_dp@dhani.com](mailto:complianceofficer_dp@dhani.com)

**Whole time Director Details:** Mr. Ashu Khanna; Phone: 0124 6685811; Email: [akhanna@dhani.com](mailto:akhanna@dhani.com)

### SEBI Registration Details

<b>SEBI Registration Number (Stock Broker)</b>	INZ000036136
<b>NSE Membership Number</b>	08756
<b>BSE Membership Number</b>	907
<b>Multi Commodity Exchange of India Limited</b>	MCX Membership Number: 12835

<b>SEBI Registration Number (Depository Services)</b>	IN-DP-423-2019
<b>CDSL</b>	12029900
<b>NSDL</b>	IN302236

For any grievance / dispute, please contact Dhani Stocks Limited at the above mentioned correspondence address or email at [helpdesk@dhani.com](mailto:helpdesk@dhani.com) ; [grievances\\_dsl@dhani.com](mailto:grievances_dsl@dhani.com) . Incase not satisfied with the response; please contact the concerned exchange(s)/Depository(ies) at the below mentioned details–

Exchange Name	Email ID	Phone No.
NSE	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>	1800220058
BSE	<a href="mailto:is@bseindia.com">is@bseindia.com</a>	022-22728097, 022-22721234, 022-22721233
MCX	<a href="mailto:grievance@mcxindia.com">grievance@mcxindia.com</a>	022-67318888
NSDL	<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>	022-24994200
CDSL	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>	022-22723333

=====TEAR HERE=====

### Dhani Stocks Limited Acknowledgement

Received the application from Mr/Ms. \_\_\_\_\_ for opening of a Trading and/or a Demat account. Please quote the Trading and DP ID & Client ID allotted to you in all your future correspondences.

Date: \_\_\_\_\_

Participant Stamp & Signature

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## INSTRUCTIONS/CHECKLIST FOR FILLING KYC FORM

### A. IMPORTANT POINTS:

1. Fields marked with '\*' are mandatory fields
2. Tick 'v' wherever applicable
3. A. Self-Certification of documents is mandatory. Self-attested copy of PAN card is mandatory for all clients.  
B. Copies of all the documents submitted by the applicant should be self-attested and accompanied by originals for verification. In case the original of any document is not produced for verification, then the copies should be properly attested by entities authorized for attesting the documents, as per the below mentioned list.
4. Please fill the form in English and in BLOCK Letters. If any proof of identity or address is in a foreign language, then translation into English is required.
5. Please fill all dates in DD-MM-YYYY format.
6. A. Name & address of the applicant mentioned on the KYC form, should match with the documentary proof submitted.  
B. The name should match with the name as mentioned in the Proof of Identity submitted failing which the application is liable to be rejected.  
C. Please state the name with Prefix (Mr. / Mrs. / Ms. / Dr. etc.)
7. Either father's name or spouse's name is to be mandatorily furnished. In case PAN is not available father's name is mandatory.
8. If correspondence & permanent address are different, then proofs for both have to be submitted.
9. Wherever state code and country code is to be furnished, the same should be the two-digit code as per Indian Motor Vehicle, 1988 and ISO 3166 country code respectively list of which is available at the end.
10. KYC number of applicant is mandatory for updation of KYC details.
11. For non-residents and foreign nationals, (allowed to trade subject to RBI and FEMA guidelines), copy of passport/PIO Card/OCI Card and overseas address proof is mandatory.
12. For foreign entities, CIN is optional; and in the absence of DIN no. for the directors, their passport copy should be given.
13. In case of Merchant Navy NRI's, Mariner's declaration or certified copy of CDC (Continuous Discharge Certificate) is to be submitted.
14. For opening an account with Depository participant or Mutual Fund, for a minor, photocopy of the School Leaving Certificate/Mark sheet issued by Higher Secondary Board/Passport of Minor/Birth Certificate must be provided.
15. Politically Exposed Persons (PEP) are defined as individuals who are or have been entrusted with prominent public functions in a foreign country, e.g., Heads of States or of Governments, senior politicians, senior Government/judicial/ military officers, senior executives of state owned corporations, important political party officials, etc.

### B. (1) Proof of Identity (POI): - List of documents admissible as Proof of Identity:

1. PAN card with photograph. This is mandatory requirement for all applicants except those who are specifically exempt from obtaining PAN (listed in Section D).
2. Unique Identification Number (UID) (Aadhaar)/ Passport/ Voter ID card/ Driving license.
3. Identity card/ document with applicant's Photo, issued by any of the following: Central/State Government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities, Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members; and Credit cards/Debit cards issued by Banks/NREGA Job Card.

### B. (2) Clarification / Guidelines on filling 'Proof of Identity [POI]' section

1. If driving license number or passport is provided as proof of identity then expiry date is to be mandatorily furnished.
2. Mention identification / reference number if 'Z- Others (any document notified by the central government)' is ticked

### C. (1) Proof of Address (POA): List of documents admissible as Proof of Address: (*\*Documents having an expiry date should be valid on the date of submission.*)

1. Passport/ Voters Identity Card/ Ration Card/ Registered Lease or Sale Agreement of Residence/ Driving License/ Flat Maintenance bill/ Insurance Copy/ Unique Identification Number (UID) (Aadhaar) /NREGA Job Card.
2. Utility bills like Telephone Bill (only land line), Electricity bill or Gas bill - Not more than 2 months old.
3. Bank Account Statement/Passbook -- Not more than 3 months old.
  - a. Bank Statement (Original/photocopy) with bank logo (Statement end date must not be more than 3 months old), must be accompanied with a cheque copy (if given as an address proof).
  - b. Bank Statement (Original/photocopy) without bank logo (Statement end date must not be more than 3 months old), must be attested in original by the bank official, along with name, designation, signature, and bank stamp. Same needs to be with an original cancelled cheque copy (if given as an address proof).

4. Self-declaration by High Court and Supreme Court judges, giving the new address in respect of their own accounts.
5. Proof of address issued by any of the following: Bank Managers of Scheduled Commercial Banks/Scheduled Co-Operative Bank/Multinational Foreign Banks/Gazetted Officer/Notary public/Elected representatives to the Legislative Assembly/Parliament/Documents issued by any Govt. or Statutory Authority.
6. Identity card/document with address, issued by any of the following: Central/State Government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members.
7. For FII/sub account, Power of Attorney given by FII/sub-account to the Custodians (which are duly notarized and/or apostiled or consularised) that gives the registered address should be taken.
8. The proof of address in the name of the spouse may be accepted.

**C. (2) Clarification / Guidelines on filling ‘Proof of Address [PoA] - Current / Permanent / Overseas Address details’ section**

- 1 PoA to be submitted only if the submitted PoI does not have an address or address as per PoI is invalid or not in force.
- 2 State / U.T Code and Pin / Post Code will not be mandatory for Overseas addresses

**C. (3) Clarification / Guidelines on filling ‘Proof of Address [PoA] - Correspondence / Local Address details’ section**

- 1 To be filled only in case the PoA is not the local address or address where the customer is currently residing. No separate PoA is required to be submitted

**C. (4) Clarification / Guidelines on filling ‘Contact details’ section**

- 1 Please mention two- digit country code and 10 digit mobile number (e.g. for Indian mobile number mention 91-9999999999).
- 2 Do not add ‘0’ in the beginning of Mobile number

**D. Exemptions/clarifications to PAN (\*Sufficient documentary evidence in support of such claims to be collected)**

1. In case of transactions undertaken on behalf of Central Government and/or State Government and by officials appointed by Courts e.g. Official liquidator, Court receiver etc.
2. Investors residing in the state of Sikkim.
3. UN entities/multilateral agencies exempt from paying taxes/filing tax returns in India.
4. SIP of Mutual Funds upto Rs 50, 000/- p.a.
5. In case of institutional clients, namely, FIIs, MFs, VCFs, FVCIs, Scheduled Commercial Banks, Multilateral and Bilateral Development Financial Institutions, State Industrial Development Corporations, Insurance Companies registered with IRDA and Public Financial Institution as defined under section 4A of the Companies Act, 1956, Custodians shall verify the PAN card details with the original PAN card and provide duly certified copies of such verified PAN details to the intermediary.

**E. List of people authorized to attest the documents:**

1. Notary Public, Gazetted Officer, Manager of a Scheduled Commercial/ Co-operative Bank or Multinational Foreign Banks (Name, Designation & Seal should be affixed on the copy).
2. In case of NRIs, authorized officials of overseas branches of Scheduled Commercial Banks registered in India, Notary Public, Court Magistrate, Judge, Indian Embassy /Consulate General in the country where the client resides are permitted to attest the documents.

**F. 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"> <li>• Copy of the balance sheets for the last 2 financial years (to be submitted every year).</li> <li>• 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</li> <li>• Regulations, duly certified by the company secretary/Whole time director/MD (to be submitted every year).</li> <li>• Photograph, POI, POA, PAN and DIN numbers of whole time directors/two directors in charge of day to day operations.</li> <li>• Photograph, POI, POA, PAN of individual promoters holding control – either directly or indirectly.</li> <li>• Copies of the Memorandum and Articles of Association and certificate of incorporation.</li> </ul>

Types of entity	Documentary requirements
	<ul style="list-style-type: none"> <li>• Copy of the Board Resolution for investment in securities market.</li> <li>• Authorized signatories list with specimen signatures</li> </ul>
Partnership firm	<ul style="list-style-type: none"> <li>• Copy of the balance sheets for the last 2 financial years (to be submitted every year)</li> <li>• Certificate of registration (for registered partnership firms only)</li> <li>• Copy of partnership deed</li> <li>• Authorized signatories list with specimen signatures</li> <li>• Photograph, POI, POA, PAN of Partners</li> </ul>
Trust	<ul style="list-style-type: none"> <li>• Copy of the balance sheets for the last 2 financial years (to be submitted every year).</li> <li>• Certificate of registration (for registered trust only).</li> <li>• Copy of Trust deed</li> <li>• List of trustees certified by managing trustees/CA.</li> <li>• Photograph, POI, POA, PAN of Trustees.</li> </ul>
HUF	<ul style="list-style-type: none"> <li>• PAN of HUF.</li> <li>• Deed of declaration of HUF/ List of coparceners.</li> <li>• Bank pass-book/bank statement in the name of HUF.</li> <li>• Photograph, POI, POA, PAN of Karta.</li> </ul>
Unincorporated association or a body of individuals	<ul style="list-style-type: none"> <li>• Proof of Existence/Constitution document.</li> <li>• Resolution of the managing body &amp; Power of Attorney granted to transact business on its behalf.</li> <li>• Authorized signatories list with specimen signatures.</li> </ul>
Banks/Institutional Investors	<ul style="list-style-type: none"> <li>• Copy of the constitution/registration or annual report/balance sheet for the last 2 financial years.</li> <li>• Authorized signatories list with specimen signatures</li> </ul>
Foreign Institutional Investors (FII)	<ul style="list-style-type: none"> <li>• Copy of SEBI registration certificate.</li> <li>• Authorized signatories list with specimen signatures</li> </ul>
Army/ Government Bodies	<ul style="list-style-type: none"> <li>• Self-certification on letterhead.</li> <li>• Authorized signatories list with specimen signatures.</li> </ul>
Registered Society	<ul style="list-style-type: none"> <li>• Copy of Registration Certificate under Societies Registration Act.</li> <li>• List of Managing Committee members.</li> <li>• Committee resolution for persons authorized to act as authorized signatories with specimen signatures.</li> <li>• True copy of Society Rules and Bye Laws certified by the Chairman/Secretary.</li> </ul>

## G. INSTRUCTIONS/ CHECK LIST

1. Additional documents in case of trading in derivatives segments - illustrative list:  
Copy of ITR; 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.



## Instructions for FATCA & CRS Declaration

- a. Financial Institution / Foreign Financial Institution [FFI] – Means any non-US financial institutions that is a – (1) Depository institution – accepts deposits in the ordinary course of banking or similar business; (2) Custodian institution - as a substantial portion of its business, hold financial assets for the accounts of others; (3) Investment entity – conducts a business or operates for or on behalf of a customer for any of the activities like trading in money market instruments, foreign exchange, foreign currency, etc. or individual or collective portfolio management or investing, administering or managing funds, money or financial assets on behalf of other persons; or an entity managed by this type of entity; or (4) Insurance company – entity issuing insurance products i.e. life insurance; (5) Holding or Treasury company – entity that is part of an expanded affiliate group that includes a depository, custodian, specified insurance company or investment entity
- b. Direct Reporting NFFE – a NFFE that elects to report information about its direct or indirect substantial U.S. owners to the IRS
- c. GIIN not required category:

Code	Sub-Category
01	Governmental Entity, International Organization or Central Bank
02	Treaty Qualified Retirement Fund; a Broad Participation Retirement Fund; a Narrow Participation Retirement Fund; or a Pension Fund of a Governmental Entity, International Organization or Central Bank
03	Non-public fund of the armed forces, an employees' state insurance fund, a gratuity fund or a provident fund
04	Entity is an Indian FI solely because it is an investment entity
05	Qualified credit card issuer
06	Investment Advisors and Investment Managers
07	Exempt collective investment vehicle
08	Trustee of an Indian Trust
09	FI with a local client base
10	Non-registering local banks
11	FFI with only Low-Value Accounts
12	Sponsored investment entity and controlled foreign corporation
13	Sponsored, Closely Held Investment Vehicle
14	Owner Documented FFI

- d. Listed Company - A company is publicly traded if its stock are regularly traded on one or more *established securities markets* (*Established securities market means an exchange that is officially recognized and supervised by a governmental authority in which the securities market is located and that has a meaningful annual value of shares traded on the exchange*)
- e. Related Entity - an entity is a “Related Entity” of another entity if one controls the other, or the two entities are under common control (where control means direct or indirect ownership of more than 50% of the vote or value in an entity)
- f. Non-financial foreign entity [NFFE] – Non-US entity that is not a financial institution [including a territory NFFE]. Following NFFEs are excluded from FATCA reporting – (a) Publicly traded corporation / listed companies; (b) Related Entity of a listed company; and (c) Active NFFE
- g. Active NFFE – Any one of the following –

Code	Sub-Category
01	Less than 50% of the NFE"s gross income for the preceding calendar year or other appropriate reporting period is passive income and < 50% of the assets held by NFE are assets that produce or are held for the production of passive income
02	The NFE is a Governmental Entity, an International Organization, a Central Bank , or an entity wholly owned by one or more of the foregoing;
03	Substantially all of the activities of the NFE consist of holding (in whole or in part) the outstanding stock of, or providing financing and services to, one or more subsidiaries that engage in trades or businesses other than the business of a Financial Institution, except that an entity shall not qualify for NFE status if the entity functions (or holds itself out) as an investment fund, such as a private equity fund, venture capital fund, leveraged buyout fund, or any investment vehicle whose purpose is to acquire or fund companies and then hold interests in those companies as capital assets for investment

	purposes;
04	The NFE is not yet operating a business and has no prior operating history, but is investing capital into assets with the intent to operate a business other than that of a Financial Institution, provided that the NFE shall not qualify for this exception after the date that is 24 months after the date of the initial organization of the NFE;
05	The NFE was not a Financial Institution in the past five years, and is in the process of liquidating its or is reorganizing with the intent to continue or recommence operations in a business other than that of a Financial Institution;
06	The NFE primarily engages in financing and hedging transactions with, or for, Related Entities that are not Financial Institutions, and does not provide financing or hedging services to any Entity that is not a Related Entity, provided that the group of any such Related Entities is primarily engaged in a business other than that of a Financial Institution;
07	Any NFE is a 'non for profit' organization which meets all of the following requirements: <ul style="list-style-type: none"> <li>• It is established and operated in its jurisdiction of residence exclusively for religious, charitable, scientific, artistic, cultural, athletic, or educational purposes; or it is established and operated in its jurisdiction of residence and it is a professional organization, business league, chamber of commerce, labour organization, agricultural or horticultural organization, civic league or an organization operated exclusively for the promotion of social welfare;</li> <li>• It is exempt from income tax in India;</li> <li>• It has no shareholders or members who have a proprietary or beneficial interest in its income or assets;</li> <li>• The applicable laws of the NFE's jurisdiction of residence or the NFE's formation documents do not permit any income or assets of the NFE to be distributed to, or applied for the benefit of, a private person or non-charitable Entity other than pursuant to the conduct of the NFE's charitable activities, or as payment of reasonable compensation for services rendered, or as payment representing the fair market value of property which the NFE has purchased; and</li> <li>• The applicable laws of the NFE's jurisdiction of residence or the NFE's formation documents require that, upon the NFE's liquidation or dissolution, all of its assets be distributed to a governmental entity or other non-profit organization, or escheat to the government of the NFE's jurisdiction of residence or any political subdivision thereof.</li> </ul>

- h. Passive NFE - means any NFE that is not (i) an Active NFFE or listed / publicly traded entity or entity related to the listed / publicly traded entity, or (ii) a withholding foreign partnership or withholding foreign trust pursuant to relevant U.S. Treasury Regulations or (iii) the gross income of which is primarily attributable to investing, reinvesting, or trading in financial assets, if the entity is managed by another entity that is a depository institution, a custodial institution, a specified insurance company, or an investment entity - (Note: Foreign persons having controlling interest in a passive NFE are liable to be reported for tax information compliance purposes)
- i. Passive Income – portion of gross income that consists of dividends, interest, rents and royalties (other than rents and royalties derived in the active conduct of a trade or business conducted, at least in part, by employees of the NFFE), income equivalent to interest / amount received from pool of insurance contracts, annuities, excess of gains over losses from the sale or exchange of property / from transactions (including futures, forwards or similar transactions) in any commodities but not including (i) any commodity hedging transaction, determined by treating the entity as a controlled foreign corporation or (ii) active business gains or losses from the sale of commodities but only if substantially all the foreign entity's commodities are property, excess of foreign currency gains over losses, net income from notional principal contracts, amounts received under cash value insurance contracts, amounts earned by insurance company in connection with its reserves for insurance and annuity contracts
- j. Controlling Persons means the natural persons who exercise control over an entity. In the case of a trust, such term means the settlor, the trustees, the protector (if any), the beneficiaries or class of beneficiaries, and any other natural person exercising ultimate effective control over the trust, and in the case of a legal arrangement other than a trust, such term means persons in equivalent or similar positions. The term "Controlling Persons" shall be interpreted in a manner consistent with the Financial Action Task Force Recommendations.
- k. Non-Participating FFIs [NPFIs] – an FFI other than participating FFI, a deemed-complaint FFI, or an exempt beneficial owner

- l. Specified US Persons – Any US Person other than i). A publicly traded corporation; ii). A corporation that is a member of the same expanded affiliate group; iii). A tax exempt organization; iv). an individual retirement plan; v). the United States or an agency or instrumentality of the United States; vi). Any state [including District of Columbia and United States possession] or State Authorities; vii). A bank, viii). A real estate investment trust; ix). A regulated investment company; x). an entity registered with the SEC under the Investment Company Act of 1940; xi). A common trust fund; xii). A tax exempt trust; xiii). A registered dealer; xiv). A registered broker
- m. Expanded affiliated group – One or more chains of members connected through ownership (50% or more, by vote or value) by a common parent entity if the common parent entity owns stock or other equity interests meeting the requirements in atleast one of the other members
- n. Owner documented FFI – AN FFI meeting the following requirements – (a) FFI is an FFI solely because it is an investment entity; (b) FFI is not owned by or related to any FFI that is a depository institution, custodial institution, or specified insurance company; (c) FFI does not maintain a financial account for any non-participating FFI; (d) FFI provides the designated withholding agent with all of the documentation and agrees to notify the withholding agent if there is a change in the circumstances, and (e) The designated withholding agent agrees to report to the IRS (or, in case of a reporting Model 1 IGA, to the relevant foreign government or agency thereof) all of the information described in or (as appropriate) with respect to any US specified persons and (2) Notwithstanding the previous sentence, the designated withholding agent is not required to report information with respect to an indirect owner of the FFI that holds its interest through a participating FFI, a deemed-compliant FFI (other than an owner-documented FFI), an entity that is a US person, an exempt beneficial owner, or an exempted NFE
- o. Exemption Code for US persons

Code	Sub-category
A	An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)
B	The United States or any of its agencies or instrumentalities
C	A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities
D	A corporation the stock of which is regularly traded on one or more established securities markets, as described in Reg. section 1.1472-1(c)(1)(i)
E	A corporation that is a member of the same expanded affiliated group as a corporation described in Reg. section 1.1472-1(c)(1)(i)
F	A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state
G	A real estate investment trust
H	A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940
I	A common trust fund as defined in section 584(a)
J	A bank as defined in section 581
K	A broker
L	A trust exempt from tax under section 664 or described in section 4947(a)(1)
M	A tax exempt trust under a section 403(b) plan or section 457(g) plan
N	Not Applicable

## Indiabulls Securities Limited (formerly Dhani Stocks Limited)

**Registered Office Address:** 1/1 E, First Floor, East Patel Nagar, New Delhi - 110008 ; **Correspondence Office Address:** Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana. Website: [www.dhanistocks.com](http://www.dhanistocks.com)  
 Corporate Identity Number (CIN): U74999DL2003PLC122874; Email: [helpdesk@dhani.com](mailto:helpdesk@dhani.com);  
[grievances\\_dsl@dhani.com](mailto:grievances_dsl@dhani.com); Phone: 022-61446300 Fax: 0124 6681111

### KNOW YOUR CLIENT (KYC) APPLICATION FORM (For Non-Individuals)

*Please fill the form in English and 'BLOCK LETTERS' only*

#### PART- (A) IDENTITY DETAILS

Name of the Applicant																			
Date of Incorporation	D	D	M	M	Y	Y	Y	Y	Place of Incorporation										
Date of commencement of business	D	D	M	M	Y	Y	Y	Y	PAN										
Registration Number (e.g. CIN)																			
Status	<input type="checkbox"/> Public Ltd. Co <input type="checkbox"/> Private Ltd. Co <input type="checkbox"/> Body Corporate <input type="checkbox"/> Partnership <input type="checkbox"/> Trust <input type="checkbox"/> Charities <input type="checkbox"/> NGO's <input type="checkbox"/> FI <input type="checkbox"/> FII <input type="checkbox"/> HUF <input type="checkbox"/> AOP <input type="checkbox"/> Bank <input type="checkbox"/> Govt. Body <input type="checkbox"/> Non-Government Organisation <input type="checkbox"/> BOI <input type="checkbox"/> Society <input type="checkbox"/> LLP <input type="checkbox"/> FPI – category I <input type="checkbox"/> FPI – category II <input type="checkbox"/> FPI – category III <input type="checkbox"/> Defence Establishment <input type="checkbox"/> Others (Please Specify) _____																		

#### PART (B) ADDRESS DETAILS

Address for Correspondence																			
City/Town/Village		State																	
Country		PIN																	
Specify the Proof of Address submitted for correspondence address																			
<b>Contact Details</b>																			
Telephone (Off.)		Fax																	
Telephone (Res.)		Mobile																	
Email ID																			
<b>Registered Address (if different from above)</b>																			
Registered Address																			
City/Town/Village		State																	
Country		PIN																	
Specify the Proof of Address submitted for Registered address																			

**C. Other Details**

Name, UID/DIN, residential address and photographs of Promoters/Partners/Karta/Trustees/Whole Time Directors

<b>Name (1)</b>											Please affix your recent passport size photograph and sign half way across the photograph and the form
PAN											
DIN of whole time directors											
Relationship With Applicant (i.e. promoters, whole time directors etc.)											
Whether Politically Exposed	<input type="checkbox"/> PEP			<input type="checkbox"/> RPEP			<input type="checkbox"/> No				
Residential Address											
City/Town/Village						State					
Country						PIN					

<b>Name (2)</b>											Please affix your recent passport size photograph and sign half way across the photograph and the form
PAN											
DIN of whole time directors											
Relationship With Applicant (i.e. promoters, whole time directors etc.)											
Whether Politically Exposed	<input type="checkbox"/> PEP			<input type="checkbox"/> RPEP			<input type="checkbox"/> No				
Residential Address											
City/Town/Village						State					
Country						PIN					

<b>Name (3)</b>											Please affix your recent passport size photograph and sign half way across the photograph and the form
PAN											
DIN of whole time directors											
Relationship With Applicant (i.e. promoters, whole time directors etc.)											
Whether Politically Exposed	<input type="checkbox"/> PEP			<input type="checkbox"/> RPEP			<input type="checkbox"/> No				
Residential Address											
City/Town/Village						State					
Country						PIN					
Any other information											

**DECLARATION:** 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/we am/are aware that I/we may be held liable for it

DETAILS OF AUTHORISED SIGNATORIES											
		First Authorised Signatory				Second Authorised Signatory				Third Authorised Signatory	
<b>Name</b>											
<b>Signature</b>		☞ (1)				☞ (1)				☞ (1)	
<b>Photograph</b>		<div style="border: 1px solid black; padding: 10px; text-align: center;">           Please affix your recent passport size photograph and sign across it         </div>				<div style="border: 1px solid black; padding: 10px; text-align: center;">           Please affix your recent passport size photograph and sign across it         </div>				<div style="border: 1px solid black; padding: 10px; text-align: center;">           Please affix your recent passport size photograph and sign across it         </div>	
<b>Date</b>		D	D	M	M	Y	Y	Y	Y	<b>Place</b>	

**IDENTITY VERIFIED "IN PERSON" - Indiabulls Securities Limited (formerly Dhani Stocks Limited)**

IPV Done on	D	D	M	M	Y	Y	Y	Y	SEAL/STAMP of Indiabulls Securities Limited (formerly Dhani Stocks Limited)
Place									
Employee Name									
Designation									
Date	D	D	M	M	Y	Y	Y	Y	
Employee Signature ☞									

**FOR OFFICE USE ONLY**

**Intermediary Name - Indiabulls Securities Limited (formerly Dhani Stocks Limited)**

<input type="checkbox"/> (Originals Verified) True copies of documents received										SEAL/STAMP of Indiabulls Securities Limited (formerly Dhani Stocks Limited)
<input type="checkbox"/> (Self-attested) Self-certified document copies received										
Employee Name										
Designation										
Date	D	D	M	M	Y	Y	Y	Y		
Employee Signature ☞										

## DETAILS OF ULTIMATE BENEFICIAL OWNER INCLUDING FATCA & CRS INFORMATION

<b>Name of the entity</b>										
<b>Type of address given at KYC</b>		<input type="checkbox"/> Residential <input type="checkbox"/> Residential / Business <input type="checkbox"/> Business <input type="checkbox"/> Registered Office								
		<i>Address of tax residence would be taken as available in KRA database. Incase of any change, please approach KRA &amp; notify any changes.</i>								
<b>PAN</b>										
<b>City of incorporation</b>					<b>Country of Incorporation</b>					
<b>Date of Incorporation (DD/MM/YYYY)</b>		D	D	M	M	Y	Y	Y	Y	
<b>Entity constitution type (please tick as appropriate)</b>		<input type="checkbox"/> Partnership Firm <input type="checkbox"/> HUF <input type="checkbox"/> Private Limited Company <input type="checkbox"/> Public Limited Company <input type="checkbox"/> Society <input type="checkbox"/> AOP/BOI <input type="checkbox"/> Trust <input type="checkbox"/> Liquidator <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Artificial Judicial Person <input type="checkbox"/> Others (Please Specify) _____								
Please tick (√) the applicable tax resident declaration										
Is the "entity" a tax resident of any country other than India - <input type="checkbox"/> Yes <input type="checkbox"/> No (if yes, please provide country(ies) in which the entity is a resident for tax purposes and the associated Tax ID number below)										
S. No	Country of tax residency	Tax Payer Identification Number (TIN) / Functional Equivalent					Identification Type (TIN / other, please specify)*			
1.										
2.										
3.										
*incase of TIN or its functional equivalent is not available, please provide Company Identification Number or Global Entity Identification Number or GIIN, etc.										

In case the Entity's Country of Incorporation / Tax Residence is US but Entity is not a Specified US person, mention Entity's exemption code here \_\_\_\_\_ (Refer Instructions o)

### FATCA & CRS DECLARATION

(Please consult your professional tax advisor for further guidance on FATCA & CRS classification)

<b><u>Part A (to be filled by Financial Institutions or Direct Reporting NFFEs)</u></b>	
We are a -  <input type="radio"/> Financial Institution / FFI <sup>6</sup>  <input type="radio"/> Direct Reporting NFFEs <sup>7</sup>  (Please √ as appropriate)	<b>GIIN</b> (Global Intermediary Identification Number)
	<i>Note: If you do not have a GIIN but you are sponsored by another entity, please provide your sponsor's GIIN above and indicate your sponsor's name below</i>
	<b>Name of the sponsoring entity</b>
	<b>GIIN not available</b> [tick any one]: <input type="checkbox"/> Applied For  <b>If entity is a financial institution:</b> <input type="checkbox"/> Not required to apply for – please specify 2 digit sub-category <sup>10</sup> <input type="checkbox"/> <input type="checkbox"/> Not obtained - Non-participating FFI

**Part B [Fill any one as applicable - to be filled by NFEs other than Direct Reporting NFEs]**

1	Is the entity is a publicly traded company <sup>1</sup> [that is, a company whose shares are regularly traded on an established securities market]	Yes <input type="checkbox"/> (Please specify any one Stock Exchange(s) on which the stock is regularly traded)  Name of the Stock Exchange: _____
2	Is the entity a Related Entity <sup>2</sup> of a publicly traded company [a company whose shares are regularly traded on an established securities market]	Yes <input type="checkbox"/> (Please specify the name of the listed company, name of the Stock Exchange(s) where it is traded regularly)  Name of the listed company: _____  Name of the Stock Exchange: _____  Nature of relation: <input type="checkbox"/> Subsidiary of listed company (or) <input type="checkbox"/> Controlled by listed company
3	Is the entity an Active <sup>3</sup> NFE?	Yes <input type="checkbox"/> (if yes, please fill UBO declaration in the next section)  Nature of business _____  Please specify sub-category of Active NFE _____ [mention code]
4	If the entity a Passive <sup>4</sup> NFE: [Refer instructions h.]	Yes <input type="checkbox"/> (if yes, please fill UBO declaration in the next section)  Nature of business _____

<sup>1</sup> Refer 2a of Part C; <sup>2</sup> Refer 2b of Part C; <sup>3</sup> Refer 2c of Part C; <sup>4</sup> Refer 3(ii) of Part C; <sup>6</sup> Refer 1 of Part C; <sup>7</sup> Refer 3 (vii) of Part C; <sup>10</sup> Refer 1A of Part C;

**UBO Declaration**

**Category** (please  applicable category):

- Unlisted company     Partnership Firm     Limited Liability Partnership Company     Public charitable trust  
 Religious trust     Unincorporated association / body of individuals     Private trust     Others (please specify) \_\_\_\_\_

Please list below the details of controlling person(s), confirming all countries of tax residency / permanent residency / citizenship and all Tax Identification Numbers for EACH controlling person.

Owner documented FFI's<sup>5</sup> should provide FFI Owner Reporting Statement and Auditor's letter with required details as mentioned in Form W8 BEN E

<ul style="list-style-type: none"> <li>Name – Beneficial Owner / Controlling Person</li> <li>Country – Tax Residency*</li> <li>Tax ID No. – or functional equivalent for each country %</li> </ul>	<ul style="list-style-type: none"> <li>Tax ID Type – TIN or Other, please specify</li> <li>Beneficial interest – in %</li> <li>Type Code<sup>11</sup> – of controlling person</li> </ul>	<ul style="list-style-type: none"> <li>Address – Include State, Country, PIN/ZIP code and contact details</li> </ul>
Name:  Country:  Tax ID No %:	Tax ID Type:  Type Code:  Address type: <input type="checkbox"/> Residence <input type="checkbox"/> Business <input type="checkbox"/> Registered Office	Address:   Zip:                      State:  Country:
Name:  Country:  Tax ID No %:	Tax ID Type:  Type Code:  Address type: <input type="checkbox"/> Residence <input type="checkbox"/> Business <input type="checkbox"/> Registered Office	Address:   Zip:                      State:  Country:



Name:	Tax ID Type:	Address:
Country:	Type Code:	
Tax ID No %:	Address type: <input type="checkbox"/> Residence <input type="checkbox"/> Business <input type="checkbox"/> Registered Office	Zip:                      State:  Country:

# Additional details to be filled by controlling persons with tax residency / permanent residency / citizenship / Green Card in any country other than India:

\* To include US, where controlling person is a US Citizen or green card holder.

% In case Tax Identification Number is not available, kindly provide functional equivalent

# If passive NFE, please provide below additional details (please attach additional sheets if necessary)




PAN / Any other identification number (PAN, Aadhaar, Passport, Election ID, Govt. ID, Driving License, NREGA Job Card, Others) City of birth – Country of birth	Occupation type – Service, Business, Others Nationality Father's Name – Mandatory, if PAN is not available.	DOB – Date of Birth  Gender – Male, Female, Others
PAN:  City of Birth:  Country of Birth:	Occupation Type:  Nationality:  Father's Name:	DOB: (DD/MM/YYYY)  Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Others
PAN:  City of Birth:  Country of Birth:	Occupation Type:  Nationality:  Father's Name:	DOB: (DD/MM/YYYY)  Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Others
PAN:  City of Birth:  Country of Birth:	Occupation Type:  Nationality:  Father's Name:	DOB: (DD/MM/YYYY)  Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Others

# Additional details to be filled by controlling persons with tax residency / permanent residency / citizenship / Green Card in any country other than India:

\* To include US, where controlling person is a US Citizen or green card holder.

% In case Tax Identification Number is not available, kindly provide functional equivalent

**Declaration:** I/We have understood the information requirements of this form (read along with FATCA and CRS instructions) and hereby confirm that the information provided by me/us on this form is true, correct and complete. I/We also confirm that I/we have read and understood the FATCA & CRS Terms and Conditions below and hereby accept the same.

Signature of Authorised Signatory	First Authorised Signatory					Second Authorised Signatory					Third Authorised Signatory				
		 (2)					 (2)					 (2)			
Date	D	D	M	M	Y	Y	Y	Y	Y	Place					

## OTHER DETAILS & SUPPLEMENTARY KYC INFORMATION FOR TRADING ACCOUNT

### BANK ACCOUNT DETAILS

<b>Bank Name (1)</b>										
<b>Branch Address</b>										
<b>Bank Account No.</b>										
<b>Account Type</b>	<input type="checkbox"/> Savings <input type="checkbox"/> Current <input type="checkbox"/> Other (Incase of NRI/NRE/NRO)									
<b>MICR Number</b>										
<b>IFSC Code</b>										

<b>Bank Name (2)</b>										
<b>Branch Address</b>										
<b>Bank Account No.</b>										
<b>Account Type</b>	<input type="checkbox"/> Savings <input type="checkbox"/> Current <input type="checkbox"/> Other (Incase of NRI/NRE/NRO)									
<b>MICR Number</b>										
<b>IFSC Code</b>										

**\* Bank details provided in Bank Name (1) would be considered for Dividend.**

**Note:**

- (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

Gross annual income details (income range per annum)	<input type="checkbox"/> < 1 Lac <input type="checkbox"/> 1 - 5 Lac <input type="checkbox"/> 5 - 10 Lac <input type="checkbox"/> 10 - 25 Lac <input type="checkbox"/> 25 Lac – 1 Crore <input type="checkbox"/> (>) Above 1 Crore											
<b>(AND) Net worth</b>				As on date	D	D	M	M	Y	Y	Y	Y
<b>Net worth should not be older than 1 year</b>												
Please tick if applicable	<input type="checkbox"/> Politically Exposed Person (PEP) <input type="checkbox"/> Related to a Politically Exposed Person (PEP)											
Any other Information												
Is the entity providing any of the following services								<input type="checkbox"/> Yes <input type="checkbox"/> No				
Foreign exchange/money changer services								<input type="checkbox"/> Yes <input type="checkbox"/> No				
Gaming/Gambling/Lottery Services (E.g. Casinos, Better Syndicates)								<input type="checkbox"/> Yes <input type="checkbox"/> No				
Money Lending/Pawning								<input type="checkbox"/> Yes <input type="checkbox"/> No				
Please tick if applicable for any of your authorised signatories/Promoters/Partners/Karta/Trustees/Whole time Directors					<input type="checkbox"/> Politically Exposed Person (PEP) <input type="checkbox"/> Related to a Politically Exposed Person (PEP)							
Any other Information												

## TRADING ACCOUNT RELATED DETAILS

### A. DEPOSITORY ACCOUNT (S) DETAILS

<b>Depository Participant Name (1)</b>			
Depository Name (CDSL/NSDL)	<input type="checkbox"/> CDSL <input type="checkbox"/> NSDL	<b>DP ID</b>	
Beneficiary Name			
Beneficiary ID (BO ID)			

<b>Depository Participant Name (2)</b>			
Depository Name (CDSL/NSDL)	<input type="checkbox"/> CDSL <input type="checkbox"/> NSDL	<b>DP ID</b>	
Beneficiary Name			
Beneficiary ID (BO ID)			

**Note:** please provide a copy of either Demat Master or a recent holding statement issued by DP bearing name of client

### B. TRADING PREFERENCES

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

Exchanges	NSE & BSE				MCX
All segments	Cash / Mutual Fund	F&O	Currency	Debt	Commodity Derivatives
☞ (5)					

If you do not wish to trade in any segments / Mutual Fund, please mention here \_\_\_\_\_

### C. PAST ACTIONS

Details of any action/proceedings initiated/pending/ taken by SEBI/ Stock exchange / Commodity 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	<input type="checkbox"/> No <input type="checkbox"/> Yes  If yes, please specify details.
--	---

### D. DEALINGS THROUGH SUB-BROKER & OTHER STOCK BROKERS /Authorised Person (A.P.)

Dealings through sub-broker & other stock brokers /Authorised Person	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If client is dealing through the sub-broker /Authorised Person, provide the following details			
Sub-Broker /Authorised Person Name		SEBI Registration No.	
Registered Office Address			
Phone No.		FAX	
Website			
Whether dealing with any other stock broker / Sub-Broker/Authorised Person (if case dealing with multiple stock brokers/sub-brokers /Authorised Person, provide details of all)			
Name of Stock Broker			
Name of Sub Broker/Authorised Person, if any			
Client Code		Exchange	
Details of disputes/dues pending from/to such stock broker/sub-broker/Authorised Person			

### E. ADDITIONAL DETAILS

- We wish to receive following standard documents in  Physical Form    Electronic Form
  - Rights and Obligations of Stock brokers, Sub brokers and Clients -Equity Segment


- Rights And Obligations Of Members, Authorized Persons And Clients as Prescribed By SEBI and Commodity Exchanges (for MCX)
  - Rights & Obligations of beneficial owner and depository participant as prescribed by SEBI and Depositories
  - Risk Disclosure Document (RDD) -Equity Segment
  - Uniform Risk Disclosure Document (RDD) – Commodities Segment
  - Guidance Note detailing Do’s and Don’ts for trading on stock exchanges -Equity Segment
  - Guidance note -Do’s and Don’ts for trading on exchange - Commodities Segment (for MCX)
  - Guidance Note - Do’s and Don’ts for investor/Demat a/c holder
- We wish to receive  Physical Contract Note (or)  Electronic Contract Note (ECN)
  - E-mail ID for ECN: \_\_\_\_\_
  - We wish to avail the facility of Internet Trading /Wireless Trading:  Yes  No
  - We wish to avail Documents via  Electronic Mode Facility (DEM) (or)  Physical Mode
  - Number of years of Investment/Trading Experience in Equity:
    - \_\_\_\_\_ No prior experience      \_\_\_\_\_ Years in Stock      \_\_\_\_\_ Years in Derivatives
    - \_\_\_\_\_ Years in Commodities      \_\_\_\_\_ Years in other investment related field
  - **Data Protection Declaration:**  
I understand that –
    - My personal data will be processed by Indiabulls Securities Limited (formerly Dhani Stocks Limited) as per their privacy policy.
    - I may receive communications regarding services/products implied from this form.
    - My data may be transferred to countries that are outside EU, specifically India, for processing


I agree to receive alerts, emails and newsletters related to marketing, greetings, promotions, and latest updates

- Yes       No


**Incase of Non-Individuals, Name, Designation, PAN, UID, Signature, Residential Address & Photographs of persons authorised to deal in securities on behalf of company/firm/others.**

<b>Name (1)</b>											Please affix your recent passport size photograph and sign half way across the photograph and the form
PAN											
Designation											
UID											
Email ID											
Mobile Number											
Residential Address											
City/Town/Village						State					
Country						PIN					
Signature											
<b>Name (2)</b>											Please affix your recent passport size photograph and sign half way across the photograph and the form
PAN											
Designation											
UID											
Email ID											
Mobile Number											

Residential Address								
City/Town/Village				State				
Country				PIN				
Signature 								

<b>Name (3)</b>								Please affix your recent passport size photograph and sign half way across the photograph and the form
PAN								
Designation								
UID								
Email ID								
Mobile Number								
Residential Address								
City/Town/Village				State				
Country				PIN				
Signature 								

#### F. INTRODUCER'S DETAILS (optional)

Name								
Status	<input type="checkbox"/> Sub broker <input type="checkbox"/> Authorised Person <input type="checkbox"/> Existing Client <input type="checkbox"/> Remisier <input type="checkbox"/> Others (specify) _____							
Address								
				Phone No.				
Introducer's Signature 								

#### G. SALES TAX REGISTRATION DETAILS (As applicable, State Wise)

Local Sales Tax Registration Number	
Validity Date	
Name of State	
Central Sales Tax Registration Number	
Validity Date	
Other Sales Tax Registration Number	
Validity Date	
Name of State	

#### H. VAT DETAILS (As applicable, State Wise)

Local VAT Registration Number	
Validity Date	
Name of State	
Other VAT Registration Number	
Name of State	
Validity Date	

**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 tariff sheet and all voluntary / non-mandatory documents.
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.

<b>Signature of Authorised Signatory</b>	<b>First Authorised Signatory</b>	<b>Second Authorised Signatory</b>	<b>Third Authorised Signatory</b>						
	☞ (6)	☞ (6)	☞ (6)						
<b>Date</b>	<b>D</b>	<b>D</b>	<b>M</b>	<b>M</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Place</b>

**FOR OFFICE USE ONLY**

<b>UCC Code allotted to the Client</b>			
	<b>Documents verified with Originals</b>	<b>Client Interviewed By</b>	<b>In-Person Verification done by</b>
Name of the Employee			
Employee Code			
Designation of Employee			
Date			
Signature ☞			

I/We undertake that 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:** ☞ \_\_\_\_\_

**SEAL/STAMP of Indiabulls Securities  
Limited (formerly Dhani Stocks Limited)**

**Date:** \_\_\_\_\_

**We do not deal in Cash  
We accept only Cheque**

**Place:** \_\_\_\_\_

## APPLICATION FOR DEMAT ACCOUNT (ADDITIONAL INFORMATION FOR DEMAT ACCOUNT)

*Please fill the form preferably in 'BLACK' Ink and in 'BLOCK LETTERS' only*

**CDSL DP ID 12029900**      OR       **NSDL DP ID IN302236**

Client ID: \_\_\_\_\_ (To be filled by ISL)

**Depository Service:** We wish to open Depository Account with \_\_\_\_\_ (CDSL DP ID 12029900/ NSDL DP ID IN302236) in our name as per the following details.

### DETAILS OF ACCOUNT HOLDERS

	SOLE/FIRST HOLDER's DETAILS	SECOND HOLDER's DETAILS	THIRD HOLDER's DETAILS
<b>NAME</b>			
<b>PAN</b>			
<b>UID</b>			
<b>UCC Code</b>		<b>Exchange Name and ID</b>	NSE (12) and BSE (11)

### TYPE OF ACCOUNT

CM    Bank    Body Corporate    Qualified Foreign Investor    Trust    Charities    NGO's    FI    FII    Mutual Fund    OCB    Clearing House    Others (Please Specify) \_\_\_\_\_

For HUF, Association of Persons (AOP), Partnership Firm, Unregistered Trust, etc., although the account is opened in the name of the natural persons, the name & PAN of the HUF, Association of Persons (AOP), Partnership Firm, Unregistered Trust etc. should be mentioned below.

<b>NAME</b>		<b>PAN</b>											
-------------	--	------------	--	--	--	--	--	--	--	--	--	--	--

**In case of FIs / Others (as may be applicable):**

<b>RBI approval reference number</b>		<b>RBI approval date</b>	D	D	M	M	Y	Y	Y	Y
<b>SEBI Registration Number</b>		<b>SEBI Registration date</b>	D	D	M	M	Y	Y	Y	Y
<b>Nationality</b>										



### CLEARING MEMBER DETAILS (to be filled up by the Clearing Member only)

Name of the Stock Exchange	
Name of the Clearing Member/Clearing House	
Trading Member ID	
Clearing Member ID	
SEBI Registration Number	
CM-BP-ID (to be filled up by the Participant)	

**DP FACILITIES (STANDING INSTRUCTIONS FORM DEMAT ACCOUNT)**

Account Statement Requirement	<input type="checkbox"/> As per SEBI Regulation <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly				
Mode of receiving statement of account	<input type="checkbox"/> Physical <input type="checkbox"/> Electronic				
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				
			<b>Yes</b>	<b>No</b>	
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]					
I/We would like to instruct the DP to accept all the pledge instructions in my/our account without any other further instruction from my/our end (If not marked, the default option would be `No')					
I/We would like to share the email ID with the RTA					
Do you wish to receive dividend / interest directly in to your bank account given below through ECS? (If not marked, the default option would be `Yes') [ECS is mandatory for locations notified by SEBI from time to time ]					
I/We request you to send Electronic Transaction-cum-Holding Statement at the email ID _____					
Want to avail BSDA facility					
Account to be operated through Power of Attorney (POA)					
Standing Instruction for Auto Pledge With reference to my / our application for opening a depository account, I/We request you to enable my / our depository account having DP ID _____ & Client ID _____ with Flag "Standing Instruction for Auto Pledge Confirmation". I/We have read and understood the Securities and Exchange Board of India's guidelines on pledging of shares in dematerialized form as regulated by SEBI (Depositories and Participants) Regulations, 1996 and Depositories Act, 1996.					
<b>SMS Alert Facility</b>					
Mobile Number	+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).				
Sole / First Holder	<input type="checkbox"/> Yes <input type="checkbox"/> No	Second Holder	<input type="checkbox"/> Yes <input type="checkbox"/> No	Third Holder	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Easi:</b> to register for Easi, please visit website <a href="http://www.cdslindia.com">www.cdslindia.com</a> . Easi allows a BO to view his ISIN balances, transactions and value of the portfolio online.					

**Declaration:** The rules and regulations of the Depository and Depository Participants pertaining to an account which are in force now have been read by me/us and I/we have understood the same and I/we agree to abide by and to be bound by the rules as are in force from time to time for such accounts. 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. In case non-resident account, I/we also declare that I/we have complied and will continue to comply with FEMA regulations. I/we acknowledge the receipt of copy of the document, "Right and Obligations of the Beneficial Owner and Depository Participant".

Details of Authorised Signatories	Name	Designation	Signatures
First Signatory			 (7)
Second Signatory			 (7)





## Indiabulls Securities Limited (formerly Dhani Stocks Limited)

Registered Office: 1/1 E, First Floor, East Patel Nagar, New Delhi - 110008

Correspondence Address: Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana.




### TARIFF SHEET

SEGMENT	Brokerage	%	Minimum Brokerage (In Rs)
CM Segment *	Delivery Based		
	Intraday		
F&O Segment	Futures		
	Options		Per Lot
Currency Derivatives Segment	Currency Futures		
	Currency Options		Per Lot
Commodities	Trading		
	Delivery Based		Per Lot
Commodities Options	Delivery Based		
	Non-Delivery Based		Per Lot

\*Minimum Aggregated brokerage in CM segment will be Rs 25 per scrip for Delivery and Rs 15 per scrip for Intraday trades, subject to regulatory caps, as applicable.

The above rates are exclusive of transaction charge, Stamp Duty, Securities Transaction Tax, SEBI turnover fees, Investor Protection Fund and Goods & Service Tax (GST) which will be charged extra at the rate prevailing from time to time.

*Indiabulls Securities Limited (formerly Dhani Stocks Limited) reserves the right to change the brokerage rate as well as other tariffs from time to time under intimation to client.*




	First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory
Signature of Authorised Signatory	 (8)	 (8)	 (8)

**SCHEDULE OF CHARGES - Depository**  
[NSDL – DP ID: IN-302236 & CDSL DP ID: 12029900]

Charge Head		Charges *
AMC charges for Basic Service Demat Account (BSDA)	Value of Holdings in the Demat Account (Debt as well as other than debt securities combined) upto Rs. 4,00,000/-	Nil
	Value of Holdings in the Demat Account (Debt as well as other than debt securities combined) is more than Rs 4,00,000/- but up to Rs. 10,00,000/-	Rs. 100/-
	<i>If on any date the Beneficial Owner ceases to meet the eligibility criteria for BSDA, then normal charges will be levied.</i>	
Charge Head		Charges *
AMC Charges - Individual		Rs. 300/-
AMC Charges - Corporate		Rs. 1000/-
Custody Charges		Nil
Transaction Charges (Buy)		Nil
Transaction Charges (Sell)	Within Dhani	Rs. 20/- or 0.02% of the transaction value (whichever is higher)
	Outside Dhani	Rs. 30/- or 0.03% of the transaction value (whichever is higher)
Failed Instruction		Nil
Pledge : Creation / Confirmation / Closure / Invocation		Rs. 35/- or 0.02% of the transaction value (whichever is higher)
DEMAT /Conversion		Rs. 5/- per certificate/unit + Rs. 50/- courier charges
DEMAT/Conversion Rejections		Rs. 25/- per rejection + Rs. 50/- courier charges
DEMAT/Conversion Rejections (For NRI and OCB clients)		Rs. 25/- per rejection + Courier/Postal Charges for Security/MF item, security/MF certificate etc.
REMAT / Redemption/ Restart - SOA		a. A fee of Rs. 35/- for every 100 securities or part thereof. (OR) b. A flat fee of Rs. 35/- per certificate, whichever is higher.
Delivery Instruction Book		Nil
Fax Indemnity (Optional)		Actual
Courier/Postal Charges of Security/MF item, security/MF certificate etc.		Actual (Applicable for NRI/OCB clients only)
Courier/Postal Charges for dispatch of documents in hard form		Rs 50/- per dispatch
		Rs 25/- per dispatch for BSDA clients
Non Disposable Undertaking (NDU)		Rs. 35 or 0.02% of the transaction value (whichever is higher)
Margin Pledge Creation/Closure		Rs. 15/-
Margin Pledge Creation/Closure Confirmation / Invocation		Nil
Margin Trading Funding Pledge - Creation		Rs. 35/- per instruction
Margin Trading Funding Pledge – Closure/Invocation		Nil
<b>* GST extra</b>		




**Note:**

- In case of delays in the payment of charges, the demat account will be frozen for all operations till such time all dues are cleared subject to 30 days' notice from the payment due date.
- All instructions for transfer must be received in physical form from the clients upto 5:00 PM on "T day" for pay-in of securities. Late instructions would be accepted at the account holder's sole risk and responsibility.
- Charges are subject to revision at the company's sole discretion and as per revision in NSDL/CDSL charges and are subject to 30 days' notice from the date of applicability.

	First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory
Signature of Authorised Signatory	 (9)	 (9)	 (9)

- All payments to be made in the name of "Dhani Stocks Ltd." via a cheque/DD payable at the local branch where the account is opened. Out-station cheques will not be accepted.
- Out of pocket expenses incurred on the dispatch of securities for Dematerialization and communication charges incurred on out-station calls/faxes made specifically on request of the client will be charged on actuals.
- Any advance payment over and above the normal amount due can also be made.
- It may be noted that in the event of demat account closure or shifting of demat account to another DP, the upfront annual AMC collected is refundable to the extent of balance quarter(s)
- In case of BSDA Account, the value of holdings exceeds Rs. 10,00,000/- on any date or the account holder cease to meet the eligibility criteria for BSDA, then charges would be levied as that applicable to regular account (non-BSDA) from that date onwards.

<b>CHARGES ON NON-PAYMENT OF DUES:</b>		
Penalty and Interest Charges	NSDL	A penalty of 2% per month on the value outstanding on the bill after one month from the due date.
	CDSL	A penalty of 1.083% per month on the value outstanding on the bill after one month from the due date
Non-Payment of bill after 30 days	Temporarily the Depository Services will be withdrawn from the payment due date. The renewal charges for resuming the Services will be Rs. 100/- per account.	

	<b>First Authorised Signatory</b>	<b>Second Authorised Signatory</b>	<b>Third Authorised Signatory</b>
<b>Signature of Authorised Signatory</b>	 (10)	 (10)	 (10)

## POLICIES & PROCEDURES – EQUITY AND COMMODITIES SEGMENT

### 1. Refusal of orders for penny / illiquid stocks / Commodity Derivatives

The Stock Broker shall have the absolute discretion, from time to time, to refuse/partially refuse/accept orders in one or more securities / commodities due to various reasons including trading in penny stocks/commodity(ies), market liquidity, value of security(ies)/commodity(ies), illiquid options, far month options, writing of options, market capitalization of the stock /commodity(ies) and such stock/commodity(ies) not in demat form, securities which are not in the permitted list of the Stock Broker / exchange(s) / SEBI and/or appear under illiquid securities/commodity(ies) declared by the exchange(s). It is also provided further that Stock Broker may ask for compulsory settlement/advance payment of expected settlement value/delivery of securities/commodity(ies) for settlement prior to acceptance/placement of order(s) as well. Losses, if any, on account of such refusal by the Stock Broker or due to delay caused by such limits, shall be borne exclusively by the client alone. The Stock Broker shall not be responsible for any financial or other implications due to such execution, delay in execution or non-execution of any such orders.

The Stock Broker shall have the prerogative to place such restrictions, notwithstanding that the client has sufficient credit or margin available in his account. The Stock Broker, may however, allow for acceptance of such orders, for certain securities/commodity(ies) on its own discretion, through its specific internal process, instead of allowing such orders through the standard process like online trading platform or its branches.

### 2. Setting up client's exposure limits

The Stock Broker, may from time to time, vary limits or impose new limits for the orders that the client can place through the Stock Broker's trading platforms. The Stock Broker would have the sole discretion on setting these limits based on its risk perception of the client, Margin received from the client, Market conditions and other factors, but not limited to, limits on account of exchange/ SEBI directions/ limits (such as Stock Broker level/ market level limits in security specific/volume specific exposures etc.). This would include exposure limits, turnover limits, limits as to the number, value and/or kind of securities/commodity(ies) in respect of which orders can be placed etc.). The client is aware that the Stock Broker may be unable to inform the client of such variation, reduction or imposition in advance. The Stock Broker shall not be responsible for such variation, reduction or imposition or the client's inability to route any order through the Stock Broker's trading system on account of any such variation, reduction or imposition of limits.

The Stock Broker 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/commodity(ies) 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/commodity(ies) or the order being outside the limits set by the Stock Broker / exchange / SEBI and any other reasons which the Stock Broker may deem appropriate in the circumstances. Losses, if any, incurred by the client on account of such refusal or delay, shall be borne exclusively by the client alone.

The Stock Broker shall have the prerogative to allow differential buy and sell limits for its clients depending upon credit worthiness, integrity and past conduct of each client.

### 3. Applicable brokerage rate

The Stock Broker is entitled to charge brokerage within the limits imposed by exchange which at present is as under:

- a. **For Cash Market Segment:** The maximum brokerage chargeable in relation to trades effected in the securities admitted to dealings on the Capital Market segment of the Exchange shall be 2.5% of the contract price exclusive of statutory levies. It is further clarified that where the sale / purchase price value of a share is Rs 10/- or less, a maximum brokerage of 25 paise per share may be charged.
- b. **For Option contracts:** Brokerage for option contracts shall be charged on the premium amount at which the option contract was bought or sold and not on the strike price of the option contract. It is hereby further clarified that brokerage on the options contracts shall not exceed 2.5% of the premium amount or Rs 100/- (per lot), whichever is higher.
- c. **For Future contracts:** Brokerage for future contracts shall be charged on the value at which the contracts are bought or sold. It is hereby further clarified that brokerage on the futures contracts shall not exceed 2.5% of the

Contract value exclusive of statutory levies. The slab rates of brokerage are function of the cost of the services being provided to the client and would be reviewed from time to time

- d. **For Commodity Derivative contracts:** The Stock Broker is entitled to charge brokerage within the limits imposed by exchange.

**4. Imposition of penalty/delayed payment charges/other charges**

The Stock Broker would be entitled to levy or charge delayed payment charges not exceeding 24% per annum on any amounts which are overdue from the client towards trading or on account of any other reasons. The client shall pay to the Stock Broker brokerage, all taxes, duties, levies to the stock exchanges (including any amount due on account of reassessment / backlogs etc.), transaction expenses, F&O charges, delayed payment charges, short delivery charges, auction charges, cheque stop payment charges, cheque bounce charges, lost token charges, incidental expenses such as postage, courier etc. as they apply from time to time to the client's account /transactions / services that the client avails from the Stock Broker.

The Stock Broker may impose penalties / fines for any orders/trades / deals / actions of the client which are contrary to Stock Broker Client Agreement/rules / regulations / Bye-Laws of the exchange or any other law for the time being in force, at such rates and in such form as it may deem fit. Further where the Stock Broker has to pay any fine or bear any punishment 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.

5. **The right to sell client's securities/commodity(ies) or close client's positions, without giving notice to the client, on account of non-payment of client's dues.** The Stock Broker shall have the right and the prerogative to sell client's securities/commodity(ies), both unpaid securities/commodity(ies) as well as collaterals deposited towards margins, or close out client's open positions, without giving notice to the client where there is either a delay or failure of the client to meet the pay-in/settlement obligations and / or there is delay /failure of the client to bring additional margins to cover the increase in risk in dynamic and volatile market conditions.

The client would be responsible for monitoring his/her/its position (dealings/trades and valuation of security(ies))/commodity(ies) on his/her/its own and provide the required/deficit margin/security(ies)/commodity(ies) forthwith as required from time to time whether or not any margin call or such other separate communication to that effect is sent by the Stock Broker to the client and/or whether or not such communication is received by the client. The client is not entitled to trade without adequate margin and that it shall be client's own responsibility to ascertain beforehand the margin requirements for its orders/traders/deals and to ensure that the required margin is made available to the Stock Broker in such form and manner as may be required by the Stock Broker. The client shall ensure that funds/securities/commodity(ies) are made available in time and in designated form at designated bank(s) and depository account(s) of the Stock Broker, for meeting his/her/its pay-in/settlement obligation of funds and securities/commodity(ies). The Stock Broker shall not be responsible for any claim/loss/damage arising out of non-availability/short availability/delayed availability of funds/securities/commodity(ies) by the client in the designated account(s) of the Stock Broker for meeting the pay-in/settlement obligation of either funds or securities/commodity(ies). If the client gives orders/trades in the anticipation of the required securities/commodity(ies) being available subsequently for pay-in/settlement through anticipated pay out from the exchange or through borrowings or any off market delivery(s) or market delivery(s) and if such anticipated availability does not materialize in actual availability of securities/commodity(ies)/funds for pay-in/settlement for any reason whatsoever including but not limited to any delays/shortages at the exchange or Stock Broker level/non-release of margin by the Stock Broker etc., the losses which may occur to the client as a consequence of such shortages in any manner such as on account of auctions / square-off / closing outs etc., shall be solely to the account of the client and the Stock Broker shall not be responsible for the same in any form or manner whatsoever.

In case the payment of the margin/security/commodity(ies) is made by the client through a bank instrument, the Stock Broker shall be at liberty to give the benefit/credit for the same only on the realization of the funds from the said bank instrument & subsequent updation in records as per Stock Broker's process. Where the margin/security/commodity(ies) is made available by way of securities/commodity(ies), it is upto the Stock Broker's discretion to decline its acceptance as margin &/or to accept it at such reduced value as the Stock Broker may deem fit by applying haircuts or by valuing it by marking it to market or by any other method as the Stock Broker may deem fit in its absolute discretion.

In the event of client failing to maintain or provide the required margin/fund/security(ies) /commodity(ies) or to meet the funds/ margins/securities/commodity(ies) pay-in obligations on immediate basis for the orders/trades/deals of the client and the Stock Broker shall have the right, without any further notice or communication to the client, to withhold pay-out of funds/securities/commodity(ies), to liquidate security(ies) /commodity(ies), to disable trading facility to the client.

Losses, if any, on account of any one or more steps, as enumerated herein above, being taken by the Stock Broker, shall be borne exclusively by the client alone.

In case the client does not pay for the securities/commodity(ies) received in pay-out, then the stock broker shall be entitled to retain those securities/commodity(ies) up to five trading days after pay-out. Further, where client fails to meet its funds pay-in obligation within five trading days from pay-out, the stock broker shall liquidate the securities/commodity(ies) to recover its dues.

#### **6. Shortages in obligations arising out of internal netting of trades**

Short delivery of shares by client(s) against his/her/its selling obligation shall result into either into one or both of the following –

a. **Short Delivery to the Exchange for scrip at the Trading Member level:** In case of short delivery to exchange, the settlement happens as per the auction/close-out mechanism of Exchange and auction/close-out debit is passed to the defaulting clients who did not fulfil his/her/its selling obligation.

b. **Short delivery of pay-out to clients who bought the scrip on that day (Client to Client shortage):**

The shares delivered short shall be purchased on the pay-in date i.e. on T+1 or T+2, as the case may be, from Normal Market and the purchase consideration amount shall be debited to the defaulting client(s).

However when multiple settlements (say S1 and S2) are conducted on the same day (say Tm), the shares delivered short, in case of T+2 settlement, shall be purchased as under –

1. The shares delivered short in first settlement (S1) shall be purchased on T+2 day (Tm) from Normal Market and the purchase consideration amount shall be debited to the defaulting client(s).

2. The shares delivered short in second settlement (S2) shall be purchased on T+3 day (Tm) from Normal Market along with shortages of that day and the purchase consideration amount shall be debited to the defaulting client(s). If the covering rate (internal shortage repurchase) is more than the actual sell rate on T day, the difference amount will be borne by the defaulting client on sell side.

If the covering rate (internal shortage repurchase) is less than the actual sell rate on T day, the difference amount will be debited to the defaulting client on sell side and credited in a separate account maintained with Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL).

Further, if ISL is unable to buy shares on T+2 day, in case of T+2 days settlement, from normal market due to upper side freeze on the scrip or any other reason, the defaulting seller will be debited at the close-out rate and the corresponding buyer will be credited by equivalent amount. The close-out rate will be the highest between the trade date and (T+2) date or 20% above the official closing price on the (T+2) day, whichever is higher.

Further if the shares covered against client to client shortages is again received short from any client, the trade will be settled by the close-out debit to seller client and corresponding buyer for whom the shares were covered will be credited by equivalent amount. The close-out rate will be the highest rate between the repurchase date (T day) and auction date i.e. (Repurchase date +2) day or 20% above the official closing price on the auction day, whichever is higher.

If the shares repurchased against client to client shortages received short from Exchange, the settlement happens as per the auction/close-out mechanism of exchange.

**c. Mechanism of choosing corresponding clients on the buy side:**

Corresponding clients on the buy side of scrip A are chosen on the basis of the descending quantity of shares bought by them i.e. first the client (say X) who has purchased highest quantity of scrip A will be picked up and if the shortage of shares is more than the quantity of shares bought by the client X, then the client who has purchased the next highest quantity will be picked up so on and so forth. The shares bought on T+2 in case of Client to Client shortage and shares/credit received from Exchange through auction process in case of Trading Member level shortage are credited to the corresponding client on buy side of scrip A chosen through the aforesaid mechanism.

**7. Conditions under which a client may not be allowed to take further position or the Stock Broker may close the existing position of a client**

The Stock Broker may refuse to execute order of a client or may close the existing position of the client due to lack of margin / securities/commodity(ies) or the order being outside the limits set by Stock Broker / exchange/ SEBI. Other reasons for not allowing further positions or closing out of existing positions could be as:

- a. Client has not met his pay-in obligations in cash by the scheduled date of pay-in for purchases done in CM segment.
- b. Non-payment or erosion of margins or other amounts, outstanding debts, etc.
- c. Client is dealing in illiquid scrips or contracts/penny stock/commodity(ies).
- d. Cheque submitted by the client has bounced or clear funds not received with the Stock Broker for the cheque submitted by the client.
- e. If in the opinion of the Stock Broker, the client has committed a fraud, crime, or acted in contravention to the agreement.
- f. Non-Payment of Marked to Market loss in Cash.
- g. Open positions in a contract exceed or are close to market wide cut-off limits.
- h. Client's position is close to client-wise permissible "open" positions.
- i. Intraday orders after the cut-off time would not be allowed.

**8. Temporarily suspending or closing a client's account**

The Stock Broker can suspend/close the client account and also withhold the pay-outs of client if there is any judicial or/and regulatory order/action requiring suspension/closure of client's account. The Stock Broker can also suspend/close the client account if the Stock Broker observes any abnormal or suspicious activity in the client account through its monitoring and surveillance of the client account. The Stock Broker may also temporarily suspend/close the client account if there is no activity in the client account for a period, as deemed fit by the Stock Broker from time to time. The client's account can also be put under temporary suspension/closure if the client has not cleared the uncovered debit in its account or if the client has not submitted Know Your Client (KYC) details sought by the Stock Broker to fulfil its own surveillance or exchange related requirements.

In the event of information/reports reaching the Stock Broker of the client's death, the account can also be put under temporary suspension/closure.

The Stock Broker can also put the client's account under temporary suspension/closure if the client has failed to provide or update its communication details like correspondence address, Mobile number, landline numbers or E-mail ID.

The client may also request the Stock Broker to temporarily suspend/close his account, Stock Broker may do so subject to client accepting / adhering to conditions imposed by Stock Broker including but not limited to settlement of account and / or other obligation.

**9. De-registering a client**

The client has the option to De-register his account after settling his account with the Stock Broker. The client would be liable to pay all dues in his account before the De-registration. The Stock Broker shall have the right to terminate the agreement with immediate effect in any of the following circumstances:

- a. The client account figures in the list of debarred entities published by SEBI.
- b. The actions of the Client are prima facie illegal / improper or such as to manipulate the price of any securities/commodity(ies) or disturb the normal / proper functioning of the market, either alone or in conjunction with others.
- c. If there is any legal /regulatory proceeding against the client under any law in force.



- d. 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;
- e. If the Client is in breach of any term, condition or covenant of this Agreement;
- f. When the Stock Broker is informed or ascertains that the client has deceased / become insolvent / not able to act in the market due to lunacy/disability etc.
- g. The Stock Broker shall have the right to close out the existing positions, sell the collaterals to recover any dues with or without consent of the client before de-registration of the client.
- h. Either party will be entitled to terminate the agreement without assigning any reason, after giving notice in writing of not less than 30 days to the other party.

Not with standing any such termination/deregistering, all rights, liabilities and obligations of the parties arising out of or in respect of transactions entered into prior to the termination/deregistering, shall continue to subsist and vest in/ be binding on the respective parties or his/its respective heirs / executors / administrators / legal representatives / successors as the case may be.




**10. INACTIVE CLIENT ACCOUNT**

A client account will be categorised as inactive, if no trades have been carried out since last 12 (Twelve) months across all exchanges.

Reactivation: Client accounts that have been categorised as ‘Inactive/Dormant’ can be reactivated only after receiving updated information and/or confirmation related to KYC from concerned client. Indiabulls Securities Limited (formerly Dhani Stocks Limited) shall also have the discretion to reactivate a trading account, after doing enhanced due diligence, as the company may consider fit and proper. Further, in case client has not traded in the last 24 months (dormant for two year), fresh documentation/KYC, due diligence and IPV is undertaken before reactivation of the client account.

**CLIENT ACCEPTANCE AND ACKNOWLEDGEMENT**

These policies and procedures may be amended/changed by Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL), provided the change is informed to the client through any one of the means or method like posting on the website of Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL) or sending by speed post / courier / registered AD/ e-mail. These policies and procedures are to be read along with the document executed and shall be compulsorily referred to while deciding any dispute/difference in claims in between client and Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL) in any court of law, judicial / adjudicating authority, including arbitrator, mediator etc.

										First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory
<b>Signature of Authorised Signatory</b>										 (11)	 (11)	 (11)
<b>Date</b>	<b>D</b>	<b>D</b>	<b>M</b>	<b>M</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Place</b>		

## Terms and Conditions between Client and Indiabulls Securities Limited (formerly Dhani Stocks Limited)

### I. GENERAL TERMS AND CONDITIONS

- A. The Client shall transmit his/her/its orders to the Stock Broker through the Internet over the Stock Broker's website; or through telephone (as per the predefined procedure of forwarding the order through a phone broking executive or in such other manner as the Stock Broker may permit) or through instruction in writing or through oral instructions.
- B. The Client hereby authorizes the Stock Broker to rely and act on, and treat as fully authorized by and binding upon the Client, any order, instruction or communication (by whatever means transmitted and whether or not in writing) which purports to have been given and which the Stock Broker reasonably believes in good faith to have been given by the Client or a person duly authorized to act on behalf of the Client and, if the Stock Broker acts in good faith on such instructions, such instructions shall be binding on the Client without restriction and the Stock Broker shall not be under any duty to verify the authenticity of such instructions or the identity of the person(s) giving them. The client agrees that he/she/it shall be responsible to the Stock Broker for all commitments and obligations made or entered into in the Client's name whether in writing or orally and howsoever communicated or purported to be given as aforesaid.
- C. The Client shall, from time to time, notify the Stock Broker in writing the names of the persons who are authorized to give instructions to the Stock Broker on behalf of the Client until and unless the Stock Broker is notified in writing to the contrary.
- D. The Stock Broker shall have the right to add or delete securities/commodity(ies) in its permitted list of securities/commodity(ies), for which the facility is made available, in its absolute discretion and details of the same would be posted on the website and no separate intimation thereof will be sent to the Client either physically or electronically.
- E. Declaration by the client**
- i. The Client shall not believe in any promises made about "Assured Returns" by the Stock Broker's employees or Sub-Brokers and/or so called "hot tips", if any.
  - ii. The Client shall not rely on any implicit/explicit promise made by the issuer or any third party on returns
  - iii. The Client shall not match/synchronize trades with any other person nor shall he indulge in any trading activity which results in disturbance of market equilibrium in any manner including manipulation of price of any scrips.
  - iv. The Client shall always keep track of the margin requirement either by contacting his/her/its Branch or by logging into trading account/website.
  - v. The Client shall not respond to any E-mail from an address appearing to be sent by the Stock Broker or from any other Email ID, asking the Client for his/her/its personal information, account details or information on your User ID and Password of the Client's trading and/or depository account and that it is the Stock Broker's policy not to seek such information through E-mail.
  - vi. The Client shall not take help from any employee of the Stock Broker or any other person while resetting his/her/its Password and that in case the Client has taken help from someone while resetting his/her/its password, then the Client shall immediately change his/her/its password again and ensure that the new password is only known to him/her/it.
  - vii. The failure of the Client to understand the risk involved shall not render a contract as void or voidable and the Client shall be and shall continue to be responsible for all the risks and consequences for entering into trades in the segments in which the Client chose to trade.
- F. The Client will not hold nor seek to hold the Stock Broker or any of its officers, directors, employees, agents, subsidiaries, affiliates or business associates liable for any trading losses, cost of damage incurred by the Client consequent upon relying on investment information, research options or advice or any other material/information what so ever on the website whether inserted by the Stock Broker or any other agency. The Client is aware that any information on the website based on the research of the Stock Broker or other external sources is subject to normal variations in the stock market and is merely an estimation of the viability or otherwise of certain investments, and the Stock Broker shall not be deemed to have assumed any responsibility for such information

- G. The Client understands that the Stock Broker may at any time, at its sole discretion and without prior notice to the client, prohibit or restrict the Client's access to the use of the website or related Services and the Client's ability to trade. Client will bear any loss that he/she/it may be faced with due to inability to execute further trades on account of such restriction
- H. The Client shall immediately notify the Stock Broker in writing, delivered via E-mail and/or Registered AD, if the Client becomes aware of any loss, theft or unauthorized use to Client's account; and in such eventuality the Stock Broker shall suspend the use of the account of the Client. However the Client shall be responsible and liable for all transactions that are carried out by the use of the Client's user ID and personal details..
- I. The Client understands that placing an order with the Stock Broker, including a market order does not guarantee execution of the order. The Stock Broker has the absolute right to reject any order that may be made by the Client if the same prima facie appears to be suspicious in nature and/or involves the breach of the requirement of maintaining the prescribed Margin in the Client account or the bank account.

The Stock Broker shall not be liable for any losses, damages or claims on account of such non-execution or cancellation of any trade.

## **II. Conditions governing transactions in Capital Market**

- A. For change of address or any personal details of the Client, the Client shall send a letter or fax to the Stock Broker duly signed by himself/authorized signatories
- B. All the personal details provided by the client shall be deemed to be true and correct and in case of any dispute same shall be relied upon. The client undertakes not to dispute and keep the Stock Broker indemnified in the event, if any, if the information is found to be incorrect or false. Neither the Stock Broker nor any of the employees shall be liable for erroneous information so provided.
- C. Neither the Stock Broker nor any of the employees shall be liable for erroneous information so provided.
- D. Neither the Stock Broker nor any of its employees/representatives shall be liable for any failure to perform its obligations, to the extent that such performance has been delayed, hindered or prevented by systems failure, network errors, delay or loss of data due to the above and in circumstances of acts of God, floods, epidemics, quarantine, riot or civil commotion and war. Further the Client agrees that he/she/it will not be compensated by the Stock Broker for any "lost opportunity" viz. notional profits due to whatsoever reasons, including but not limited to the reasons mentioned in the General Terms and Conditions.

## **III. Conditions governing transactions in Derivatives (including commodity derivatives)**

### **A. Margin/Collateral**

- i. The Client shall pay the prescribed initial margin in the form of cash and/or in the form of securities (the Margin) with the Stock Broker and the Margin will not be interest bearing. The Stock Broker shall have at its sole discretion, the irrevocable right to set off a part of whole of the Margin i.e. by the way of appropriating of the relevant amount of cash or by sale or transfer of all or some of the Securities which form part of the Margin, against any dues of the Client in the event of the failure of the Client to meet any of their respective obligations.
- ii. The Client also agrees and is made aware that in case intraday loss is such that margin position goes down, Stock Broker can sell any or all securities/positions lying in his/her/its account without giving notice to the Client as it/he/she is also required to keep track of its/his/her margin position. Stock Broker is entitled to square off/sell the position or shares at any time during the day or thereafter in the account & Client undertakes not to raise any dispute & shall not hold Stock Broker responsible for any loss arising thereof.
- iii. The Stock Broker may at its sole discretion prescribe the payment of Margin in the form of cash instead of or in addition to margin in form of securities. The Client accepts to comply with the Stock Broker's requirement of payment of Margin in the form of cash immediately.

- iv. The Client agrees that any securities/cash placed by him/her/it as margin money may in turn be placed as margin by the Stock Broker with the Exchange or banks or such other institution as the Stock Broker may deem fit. The Client authorizes the Stock Broker to do all such acts, deeds and things as may be necessary and expedient for placing such securities/cash with the Exchanges/Banks/Institutions as margin.
- v. In exercise of the Stock Broker's right to sell securities under the General Terms and Conditions, the Client agrees that the choice of specific securities to be sold shall be solely at the Stock Broker's discretion. Any and all losses and financial charges on account of such liquidation / closing-out shall be charged to and borne by the client.
- vi. The Client agrees and empowers / authorizes the Stock Broker to act at its discretion of merging balances kept under various accounts held with the Stock Broker such as, CM Trading Account, F&O Trading Account, Derivatives/Currency Derivatives Trading Accounts, margin trading account etc., to nullify the debit in any other account of the Client held with the Stock Broker without taking any further instructions from the Client.
- vii. The Stock Broker shall be entitled to require the client to keep permanently with the stock broker, a deposit/collateral/margin of a value specified by the stock broker so long as the client desires to avail of the stock broker's services. If any Commodities are found not to be of Good Delivery at any time after it's deposit with the Stock Broker, the Stock Broker is entitled to reduce the amount attributable to such security in the Client's account and the client shall immediately replace the same, failing which the stock broker is entitled to revise the limits of the Client and/or square-off all or any outstanding position(s) in the Client's account.
- viii. The client hereby gives to the stock broker, an irrevocable and unconditional right to appropriate any collateral or margin, without any prior reference to the client in order to discharge any and all current or future indebtedness or any other obligation (including contingent indebtedness or obligation) that the client may have to or through the Stock Broker and/or Business Associate(s).
- ix. Without prejudice to the provisions of clause viii & ix in case the Constituent does not provide the required collateral/margin within the time frame specified by the Member, the Member shall have the right to:
  - a. Appropriate and/or transfer and/or sell any Commodities or collateral in the Client's Account and/or instruct the Designated Depository Participant to sell and/or transfer all or any Commodities thereof.
  - b. Prevent any new orders from being placed and/or executed by the Constituent; and/or
  - c. Take such other action as the Stock Broker thinks fit and proper.

The Stock Broker may exercise all or any of the above rights in such manner as the it thinks appropriate, without demand for additional margin or collateral, or advance notice or advertisement, on any Exchange or other market where such business can be transacted, at a public auction or by private sale and the Stock Broker and/or any of its Business Associate(s) may be the purchaser/seller for its own account. Any prior demand, call or notice given in this regard shall not be considered as a waiver of the Stock Broker right to exercise its rights without any such demand, call or notice.

- x. The Stock Broker shall be entitled to debit all costs/expenses incurred by it in relation to or associated with the margins/collaterals of the Client to the Clients account.

## **B. Dealings**

- i. In the event of the sale of any Securities by the Stock Broker at the request of the Client and the inability of the Stock Broker to deliver to the purchaser the securities so sold by reason of the failure of the Client to supply the same, the Stock Broker therewith then, and in such event, but subject to the provisions of applicable laws, rules and regulations, the Client authorizes the Stock Broker to borrow, purchase or otherwise acquire any Securities necessary to make delivery thereof. Further, the Client accepts liability for any premiums which the Stock Broker may be required to pay, and for any losses, costs, charges, expenses or other liabilities whatsoever which the Stock Broker may sustain or incur by reason of the Stock Broker's inability to deliver the Securities in question.
- i. The Stock Broker shall not be liable for any losses (whether actual or notional) sustained by the Client, directly or indirectly, if it is prevented from acting as a direct or indirect result of government restrictions, Exchange or

market rulings, computer, communication, telephone or system failure, power failure, equipment or software malfunction, the imposition of emergency procedures or suspension of trading by any relevant exchange, clearing house or other market, civil disorder, acts or threatened acts of terrorism, natural disasters, war, strikes or other circumstances beyond its control.

### **C. Mistaken orders**

The Stock Broker shall not be responsible for any order, that is made by the Client by mistake and every order that is entered by the Client through the use of the allotted user name and the security code(s) shall be deemed to be a valid order for which the Client shall be fully responsible.

### **D. Voice recordings**

- i. The Client hereby acknowledges and agrees to the use of voice recording devices by the Stock Broker of any telephone conversation between the Stock Broker and the Client and any of the Client's authorized persons, employees, officers or agents, without an automatic tone warning device in order to permit the Stock Broker to verify data concerning any matters relating to the purchase and/or sale of Securities.
- ii. The Stock Broker endeavours to record all the conversation between the Stock Broker and the client, however the client understands that certain transactions may not be captured/recorded due to technical defects, certain unforeseen events and non-availability of the said facility in the concerned branch therefore non-availability of any one or all of the voice recording do not render the transactions invalid & same shall be binding on the client

### **E. Conclusiveness of records**

The Stock Broker's own records of the trade/transaction maintained through computer system or otherwise shall be accepted as conclusive and binding on the Client for all purposes

## **IV. Stock Broker Client Communication**

### **A. Electronic communication of documents**

The Stock Broker shall send to the Client by electronic means the trade confirmation of the trades executed, bill and account statement. The Client agrees that the Stock Broker fulfils its legal obligation to deliver to the Client any such document if sent via electronic delivery. The Client understands that it is his/her/its responsibility to review, upon first receipt, whether delivered to Client by mail, E-mail (including any auto replies from the system of the Stock Broker) or other electronic means, but not limited to all confirmation statements, notices, bill and other communication or the contract notes via the physical mode, statement of accounts for commodities, trade confirmation(s) of the trade(s) executed, bills, notices, Commodities transaction tax statement(s) & any other communication sent on client's registered Email ID. The e-mail address provided by the client in the KYC and any subsequent updation shall be final and binding on the client. The Client also agrees that the Stock Broker shall not take cognizance of out of-office/out-of-station auto replies and the Client is deemed to have received such electronic mails. The Stock Broker shall send Ledgers, STT Statement and all other statements only on Clients registered E-mail ID. Further, the aforesaid information / communication/documents will be deemed to have been delivered, at the designated location (specified from time to time) where the client logs into the internet site using his/its username and password. The Client accepts the same as a valid delivery of the said information/communication.

Further, the Member and the Client hereby agrees to abide by the amendment required if any, for complying with any Statute, regulation or with the requirements of any competent authority.

### **B. Change of Address/Contact Details**

Unless the Client informs the Stock Broker of the change of the address for communication and/or contact details viz. mobile number/landline number in writing all notice, circulars, communication or mail sent to the existing address and/or contact number(s) shall be deemed to have been received by the Client.

### **C. Notice/Policies**

Certain policies and/or procedures may be further outlined on the Stock Broker's website and material/literature and frequently asked question (FAQ's) provided to the Client. Through the use of the Stock Broker's website and services the Client agrees to be bound by any and such notices, policies and terms of doing business.

## **D. Security Code(s), Security Precaution and Infrastructure**

### **i. Use of Client ID /Password**

The Client confirms and agrees that it will be the sole authorized user of the User name, Password, Client User Identification Number, Telephone Personal Identification Number (T-Pin) or other identification or security code by whatever name called, to be given to it by the Stock Broker to access Stock Broker's system or service through Stock Broker's website, over the telephone or in such manner as may be permitted by the Stock Broker for availing of the service. The Client accepts sole responsibility for use, confidentiality and protection of the User name Password, Client User Identification Number, T-Pin or other security code(s) as issued by the Stock Broker to the Client from time to time (hereinafter referred to as 'security codes' as for all orders and information changes entered into the Client's account using such security codes).

### **ii. Client's infrastructure**

For the purpose of these Terms, it is presumed that the Client has all the necessary and compatible infrastructure ready at its end for the purpose of accessing the website of the Stock Broker or contacting the phone broking executive of the Stock Broker prior to accessing the service provided pursuant to these terms. The Stock Broker will not (and shall not be under any obligation to) assist the Client in installing the required infrastructure or obtaining the necessary equipment permits and clearance to establish connectivity or linkages to the website of the Stock Broker.

### **iii. Prevention of unauthorized use**

The Client will install the necessary safeguards and access restrictions to prevent unauthorized use of Client computer systems or security code and ensure that no unauthorized person can gain access to the computer systems or such security codes.

### **iv. Liability for incorrect instructions**

The Client agrees to fully indemnify and hold harmless the Stock Broker for any losses, expenses or other consequences arising from the execution of incorrect/ambiguous or fraudulent instruction that got entered through the system at the Client's end.

## **E. Miscellaneous provisions governing the terms**

### **i. Limitation of liability**

- a. The Stock Broker does not guarantee and shall not be deemed to have guaranteed, the timeliness, sequence, accuracy, completeness, reliability or content of market information, or message disseminated to the Client. The Stock Broker shall not be liable for any inaccuracy, error or delay in, or omission of, (1) any such data information or message, or (2) the transmission or delivery of any such data, information or message; or any loss or damage arising from or occasioned by:
  - i. Non-performance, or,
  - ii. interruption in any such data information or message, due to either any act or omission by the Stock Broker or to any 'force majeure' event (e.g. flood, extraordinary weather condition, earthquake or other act of God fire, war, insurrection riot labour dispute, accident, action of movement communications, Power failure, shut down of systems for any reason {including on account of computer viruses}, equipment of software malfunction) or any other cause beyond the reasonable control of the Stock Broker.
- b. The Stock Broker shall not be liable for any such inaccuracy, error, statement, or representations committed by any person or other associated third parties engaged by the Stock Broker to promote the services offered by it or on account of associated third party engaged by stock broker for the services offered by it. The Client agrees that he/she/it places no reliance on such persons and will exercise due care and diligence in relying on any statements made by such persons.
- c. The Client agrees that, under no circumstances, including negligence, shall the Member or anyone involved in creating, producing, delivering or managing the Member's services or System be liable, for any direct, indirect, incidental, special, general, remote, actual, notional or consequential loss and/or damages, arising

out of the use or inability to use or the availability or non-availability of the services, including but not limited to loss or damage in relation to:

- i. lost profits, trading losses, loss of opportunity or damages that result from interruption, delay or loss of the use of the Service; inability to trade for whatsoever reason
- ii. any claim, loss or damage attributable to errors, omissions or other inaccuracies in the content or data on The Member's Web Site or the ORS Service;
- iii. any unauthorized use, access or alteration or discontinuance of any services; or
- iv. any other matter relating to the services

## ii. Severability and Amendment

If any provisions of these Terms are held invalid or enforceable by reason of any law, rule, administrative order or judicial decision by any court, regulatory or self-regulatory agency or body, such invalidity or unenforceability shall attach only to such provision or terms held invalid. The validity of the remaining provisions and terms shall not be affected thereby and these terms shall be carried out as if any such invalid/unenforceable provisions or terms were not contained herein. Words and expressions which are used this General Terms and Conditions, but which are not defined herein shall, unless the context otherwise requires, have the same meaning as assigned thereto in the Rules, Bye-Laws and Regulations of the exchange(s) and circular issued there from.

This General Terms and Conditions can be altered, amended and /or modified by the parties mutually in writing without derogating from the contents of this General Terms and Conditions.

The Member shall have the right to replace the deleted provision with a legally valid provision that reflects the same purpose as the deleted provision to the greatest extent possible.

## iii. Warranties of client

The client agrees and understands that the use of the Service by client, resident or situated outside India, may attract international, federal, state and/or local laws and regulations applicable to such Client. It shall be the sole responsibility of such Client, to ensure and comply, at all times with such applicable international, federal, state and/or local laws and regulations. The Client indemnifies the Member, its directors, employees, partners, Business Associates, agents and affiliates from and against any and all losses, claims, liabilities and/or expenses which may arise as a result of any failure by the Client to comply with the provisions of this clause

## F. Credit inquiry

The Client authorizes the Stock Broker to conduct at any time a credit inquiry or check on the Client for the purpose of ascertaining the financial situation and investment objectives of the Client and the Client shall provide such financial and other information to the Stock Broker as may be required by the Stock Broker from time to time.

## G. Foreign jurisdiction

This General Terms and Conditions does not constitute an offer to sell or a solicitation of an offer to buy any shares, securities or other instruments to any person in any jurisdiction where it is unlawful to make such an offer or solicitation.

The services covered under this General Terms and Conditions are not intended to be any form of any investment advertisement investment advice or investment information and has not been registered under any securities law of any foreign jurisdiction and is only for the information of any person in any jurisdiction where it may be lawful to offer such a service. Further, any information on [www.dhanistocks.com](http://www.dhanistocks.com) is to be construed as a representation with respect to shares, securities or other investment regarding the legality of an investment therein under the respective applicable investment or similar laws or regulation of any person or entity accessing [www.dhanistocks.com](http://www.dhanistocks.com).

## H. Proprietary Trading

The Member discloses herewith that it undertake Proprietary trading in addition to Client based trading

## I. Electronic Payment Gateway

- i. The Client understands that issuing an online instruction to transfer fund do not guarantee the credit of the money as the same may be delayed due to time lag in Gateway transfer process, or any other technical or

other reasons whatsoever beyond the control of the Stock Broker. The Client undertakes to bear the resultant loss, if any arising out of such eventuality.

**ii. Electronic Payment Gateway for Net banking Service**

The Stock Broker shall endeavor to provide through Electronic Payment Gateway for Net banking, such service as the Stock Broker may decide from time to time. The Stock Broker reserves the right to decide the type of services which may be offered on each account and may differ from Client to Client. These facilities shall be offered in a phased manner at the discretion of the Stock Broker. The Stock Broker may also make additions/deletions to the services offered through Electronic Payment Gateway for Net banking at its sole discretion. The availability/non-availability of a particular service shall be advised through E-mail or web page of the Stock Broker or written communication.

**iii. Password**

The Client understands and agrees that it/he/she must:

- a. Keep the password totally confidential and not reveal the same to any third party.
- b. Choose a password that shall consist of a mix of alphabets, numbers and special characters, which must not relate to any readily accessible personal data such as it/his/her name, address, telephone number, driver license etc. or easily guessable combination of letters and number.
- c. Commit the password to memory and not record them in a written or electronic form, and
- d. Not let any unauthorized person have access to their computer or leave the computer unattended while accessing Electronic Payment Gateway for Net banking.
- e. In case the Client forgets the password for their account with the Stock Broker, it/he/she can request for change of the password. Such replacement shall not be construed/deemed as the commencement of a new contract.

**iv. Transaction Processing**

All the requests for instantaneous transactions will be given effect to instantaneously. In case requests for effecting any transactions are received on weekly offs/holiday/public holidays, with the Stock Broker, the Exchange & bank, they shall be effected on the immediately succeeding working day on the terms and conditions prevailing on that day. The Client shall not hold the Stock Broker or the bank responsible for not processing /effecting any transaction in case the Stock Broker does not receive instruction to this effect even though they have forwarded the same.

**v. Risks**

The Client hereby acknowledges that it/he/she is availing the Payment Instruction Service at it/his/her risk. These risks would include but not limited to the following risks.

**a. Misuse of Password**

The Client acknowledges that if any third person obtains access to their password, such third person would be able to provide Payment Instructions to the Stock Broker. They shall ensure that the terms and conditions applicable to the use of the password as contained in the Electronic Payment Gateway for Net Banking Terms and Conditions are complied with at all times.

**b. Internet frauds**

The Internet per se is susceptible to number of frauds, misuse, hacking and other actions, which could affect Payment Instruction to the Stock Broker. Whilst the Stock Broker shall aim to provide security to prevent the same, there cannot be any guarantee from such Internet frauds, hacking and other actions, which could affect Payment Instructions to the Stock Broker. The Client shall separately evolve/evaluate all risks arising out of the same

**c. Mistake & Errors**

The filling in the applicable data for transfer would require proper, accurate and complete details. For instance, the Client is aware that they would be required to fill in the account number of the Stock Broker to whom the funds are to be transferred. In the event of any inaccuracy in this regard, the funds could be transferred to incorrect accounts and there is no guarantee of recovery thereafter. The Client shall therefore take all care to ensure that there are no mistakes and errors and that the information given by



the client to the Stock Broker in this regard is error free, accurate, proper and complete at all points of time. On the other hand in the event of my in this regard is error free, accurate, proper and complete at all points of time. On the other hand in the event of the clients Account receiving an incorrect credit by reason of a mistake committed by some other person, the Stock Broker or the bank shall be entitled to reverse the incorrect credit at any time whatsoever without the consent of the client. The client shall be liable and responsible to Stock Broker and accede to accept the Stock Broker's instructions without questions for any unfair or unjust gain obtained by me as a result of the same.

**d. Transactions**

The transactions, in respect of transfer of the funds may not fructify, the Stock Broker is merely providing it/him/her services whereby the said funds would be transferred.

**e. Technology Risks**

The technology for enabling the transfer of funds and the other services offered by could be affected by virus or other malicious, destructive or corrupting code, programme or macro. It may also be possible that the site of the Stock Broker or the bank may require maintenance and during such time it may not be possible to process the request of the Clients. This could result in delays in the processing of instructions or failure in the processing of instructions and other such failure and inability. The client understands that the Stock Broker disclaims all and any liability, whether direct or indirect, whether arising out of loss or profit or otherwise arising out of any failure or inability by the Stock Broker to honour any Client instruction for whatsoever reason. The client understands and accepts that the Stock Broker shall not be responsible for any of the aforesaid risk. Client also accepts that the Stock Broker shall disclaim all liability in respect of the said.

**f. Indemnity**

The Client shall indemnify the Stock Broker from and against all losses and damages that may be caused as a consequence of breach of any of the Electronic Payment Gateway for Net banking Terms and Conditions and the terms and conditions mentioned herein above.

**g. Withdrawal of Facility**

The Stock Broker shall be entitled to withdraw this service at any time whatsoever without assigning any reason whatsoever and/or any notice to the Client.

**h. Charges**

The Client hereby agrees to bear the charges as may be stipulated by the Stock Broker from time to time for availing of these services.

**i. Binding nature of above terms and conditions**

The Client agrees that by use of this facility, the Client shall be deemed to have agreed to all the above terms and conditions and such terms and conditions shall be bound on it/him/her in the same manner as if it/he/she has agreed to the same writing.

**j. Disclosure of personal information**

The Client agrees that the Stock Broker or its contractors may hold and process the Client's Personal Information on computer or otherwise in connection with Electronic Payment Gateway for Net banking service as well as for statistical analysis and credit scoring. The Client also agrees that the Stock Broker may disclose, in strict confidence, to other institutions, such Personal Information as may be reasonably necessary for reasons inclusive of, but not limited to, the following:

- i. For participation in any telecommunication or electronic clearing network in compliance with a legal directive.
- ii. For credit rating by recognized credit scoring agencies
- iii. For fraud prevention purposes

**k. Stock Broker's Lien**

The Stock Broker shall have the right of set-off and lien, irrespective of any other lien or charge, present as well future on the deposits held in the Client accounts and stocks whether in single name or joint name(s),

to the extent of all outstanding dues, whatsoever, arising as a result of the Electronic Payment Gateway for Net banking service extended to and/or used by them.

#### **I. Non-transferability**

The grant of facility of Electronic Payment Gateway for Net banking to them is not transferable under any circumstances and shall be used only by the Client.

#### **m. Termination of electronic payment gateway for the net banking service**

- i. The Client may request for termination of the Electronic Payment Gateway for the Net banking facility any time by giving a written notice of at least 15 days to the Stock Broker. The Client agrees that he/she/it will remain responsible for any transactions made on their Electronic Payment Gateway for Net banking account(s) through Electronic Payment Gateway for Net banking prior to the time of such cancellation of the Electronic Payment Gateway for Net banking service.
- ii. The closure of all the Accounts of the Client will automatically terminate the Electronic Payment Gateway for Net banking service.
- iii. The Stock Broker may suspend or terminate Electronic Payment Gateway for Net banking facilities without prior notice.

#### **n. Corporate benefits; settlement cycle**

The Client understands that for corporate benefits / actions like Right issue / Open offers etc. where shareholders are required to apply to the company, it is the Client's responsibility to track announcements of such corporate benefit and then apply to the company if Client so desires. Stock Broker shall not be liable for any real or national loss suffered by the Client, if Client fails to apply to such corporate benefits in time for the shares held by the Stock Broker on behalf of the Client. In some cases, Stock Broker at the Client's request may apply on behalf of the Client for a Rights Issue / Open offer for the shares held by Stock Broker on behalf of Client. Stock Broker shall not be liable for any loss / claim whatsoever in case such application is rejected by the Registrar / Company / Manager to the issue for any reason.

#### **J. Brokerage and Other Charges**

- (i) The Client agrees to pay to the Stock Broker the brokerage charges, Exchange related charges, Statutory levies, for F&O position, Bank Charges for Realization of Cheque/return of Cheque and any other charges whatsoever (including but not limited to security handling charges on settlement) as are prevailing from time to time and as they apply to the Client's account in respect of transactions and services that the Client receives from the Stock Broker. The Stock Broker agrees that it shall not charge brokerage more than the maximum brokerage permissible as per Rules, Regulations and Bye-Laws of the Exchanges/SEBI. The brokerage shall be paid in the manner intimated by the Stock Broker to the Client from time to time, including as a percentage of the value or the trade or as a flat fee or otherwise, together with the service taxes as may be applicable from time to time on the same. The Client further agrees to pay any applicable taxes that may be levied on the transaction.
- (ii) The Client expressly agrees and authorizes the Stock Broker to debit the charges, by whatsoever name called by, levied to his/her/its demat account maintained with Indiabulls Securities Limited (formerly Dhani Stocks Limited) and/or also debit the bank charges for the realization of cheques/return of cheques, if any, to his/her/its account

#### **K. Investment Advice**

- The Member does not intend to give and the Constituent acknowledges that the Member shall not be liable to provide to the Constituent, any tax, legal or investment advice of any kind, or any advice or opinion with respect to the nature, potential value or suitability of any particular Commodity, trade, transaction, investment or investment strategy. The Constituent understands and agrees that in the event the Constituent receives or accesses any investment research report, any investment or other recommendations or advice from the Member, and / or any Business Associate(s) (or any employees or official of the Member or a Business Associate(s)) or on the Member's Web Site or that of any Business Associate(s), the same is on a no-liability, no guarantee, no solicitation and no obligation basis and any decision, action or omission thereon by the Constituent shall be entirely at the Constituent's risk and should be based solely on the Constituent's own verification of all the relevant facts, financial and circumstantial, a proper evaluation thereof and the Constituent's investment objectives. All investment and

disinvestments decisions are based on the Client's own evaluation of financial circumstances and investment objectives. The Member shall not be responsible or liable for the same for any reason whatsoever.

- The Constituent also acknowledges that the Member employees, Business Associate(s) and/or any employee of any Business Associate(s) are not authorized to give any such advice and that the Constituent will not solicit or rely upon any such advice from the Member, a Business Associate(s) and/or any of the Employees of the Member and/or a Business Associate(s). The Constituent agrees that in the event of the Member, any employee or official of the Member, any Business Associate(s) and/ or any employee of any Business Associate(s) providing any information, recommendation or advice to the Constituent, the Constituent may act upon the same, at his sole risk and cost, and the Member shall not be liable or responsible for any loss or damage, whether actual or notional, direct or indirect, suffered by the Constituent for the same. In the event the client relies on the advice and/or any other information available on the website, he/she/it shall be solely responsible for the same.

The Constituent agrees and undertakes to assume full responsibility for all its investment decisions and trades. The Member, its officers, directors, partners and employees, Business Associate(s), agents and affiliate(s) will have no liability with respect to any investment decisions, trade or losses of the Constituent.

#### **L. Transactions/Settlement:**

1. The Member shall have the right to retain and / or set-off and adjust any amounts payable to the Constituent against any present or future receivables from the Constituent (whether accrued or contingent) more particularly; the Member shall have the right to:
  - i. set off and adjust all funds, receivables, collateral / margins of the Constituent lying with the Member and / or any amounts payable to the Constituent against all present and future dues and receivables, of and amount payable by the Constituent, across segments and / or Exchanges for the settlement of dues and/or for margin / collateral requirements of the Constituent, without any prior reference to the Constituent.
  - ii. set off and adjust all Commodities of the Constituent lying with the Member or with the Designated Depository Participant across segments and/or Exchange for the settlement of the Constituent's Outstanding Positions in any segment or Exchange, without any prior reference to the Constituent.
  - iii. set-off and adjust all funds, receivables, collateral/margin of the Constituent lying with the Member and / or any amount payable to the Constituent as well as Commodities of the Constituent lying with the Member and / or Designated Depository Participant in relation to a particular Service, against all present and future dues and receivables of, and amounts payable by the Constituent in relation to any other Service or, for the settlement of the Constituent's Outstanding Positions in relation to any other Service, without prior any reference to the Constituent.
  - iv. Set-off all receivables, collateral / margins of the Constituent lying with the Member and / or any amount payable to the Constituent, as well as Commodities of the Constituent lying with the Member and / or the Designated Depository Participant in relation to a particular Service, against all present and future dues and receivables of and amounts payable by the Constituent to or through the Member in relation to any service (s) not covered by this General Terms and Conditions, that the Member may offer or make available (either itself or through any other Business Associate(s)) to the Constituent, without any prior reference to the Constituent.
  - v. Set-off and adjust all monies and/or Commodities owed to or through the Member, by the Constituent, against monies and/or Commodities owed to the Constituent by the Member, without any prior reference to the Constituent. This clause is irrevocable and shall continue to apply until all the obligations and dues of, the Constituent are completely fulfilled and settled to the satisfaction of the Member.

**M. Trading Facilities:** The Constituent acknowledges that the Exchange(s) offer(s) electronic trading facilities, which are computer-based systems for order-routing, execution, matching registration or clearing of trades. As with all facilities and systems, they are vulnerable to temporary disruption and/or failure. The Constituent's ability to recover certain losses may be subject to limits on liability imposed by the system provider, the market, the clearing house and/or Member, who may vary such limits. The Constituent understands & acknowledges that Member shall not be liable for any loss(es), cost(s), expense(s), etc., whether actual or notional, direct or indirect, incurred in respect of the above.

**N. Suspension or restriction of trading and pricing relationships:** The Constituent acknowledges that market conditions (e.g., illiquidity) and/or the operation of the rules of commodity markets (e.g. suspensions of trading in any contract or contact month because of price limits of "circuit breakers") may increase the risk of loss due to inability to liquidate/offset positions.

The Constituent acknowledges that all contracts culminating in delivery (which are not squared off and information for giving and taking delivery is given by the Constituents) would be transactions for purchase and sales between the Constituents inter-se and the Constituents would be personally liable to each other though the contract and relationships are governed and regulated by the Bye Laws, Rules and Regulations of the Exchange.

**Miscellaneous**

The Client shall from time to time upon the request of the Stock Broker promptly and duly execute and deliver any and all such further instrument and documents that may be required by the Exchanges and/or regulatory authorities or as the Stock Broker may deem desirable for the purpose of obtaining the full benefit of this General Terms and Conditions and of the rights and powers granted under it.

Signature of Authorised Signatory										First Authorised Signatory										Second Authorised Signatory										Third Authorised Signatory																													
										Date										D D M M Y Y Y Y Y										Place										☞ (12)										☞ (12)									



**TRADING ACCOUNT ANNEXURES**

**Annexure – 1: AUTHORITY LETTER FOR MAINTAINING RUNNING ACCOUNT**  
(Signing of this letter is optional)

To,  
Indiabulls Securities Limited (formerly Dhani Stocks Limited)  
Account Opening Department,  
Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana.

**Sub: Authority letter for maintaining running account**

Dear Sir/Madam,

Please refer to the trading account opened with you, in our name for the purposes of dealing in Capital Markets (CM), Futures & Options (F&O), Currency Derivatives and Commodity Derivatives Segments on the stock exchange(s).

With reference to the same, we confirm that we are desirous of regularly dealing in CM, F&O, Currency Derivatives and Commodity Derivatives Segments on the stock exchange(s) and request you to maintain a running account for funds on our behalf without settling the account on settlement of each transaction on our behalf. We further request you to retain all amounts payable/receivable by us until specifically requested by us in writing to be settled or to be dealt with in any other manner.

We understand and agree that no interest will be payable to us on the amounts so retained with you.




We understand that settlement of our account would be done either once in a calendar quarter or once in a calendar month as specified by me.

We request you to settle funds in our account atleast once in a calendar \_\_\_\_\_.

We agree to check our Statement of Account, sent to us by you and also available in our account on the Dhani Stocks website (<https://shubhweb.indiabulls.com/base/login>), which contains extracts from ledger for funds and displays all receipts/deliveries of funds.

Please further note that while we are entitled to revoke this authorization at any time, however, such revocation shall be subject to the date of physical receipt of revocation letter at your operations office to allow you to make necessary changes to handle my account without running account authorization

Thanking you.  
Yours Truly




Signature of Authorised Signatory	First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory							
	 (14)	 (14)	 (15)							
Client Name										
Address:										
Client ID: (To be filled by ISL)										
Date	D	D	M	M	Y	Y	Y	Y	Place	

(Note: To be signed by the account holder himself/herself, not be to signed by his/her attorney/authorized person etc.) For any queries you can call us on our helpline no. 022-61446300 or mail us at [helpdesk@dhani.com](mailto:helpdesk@dhani.com)

## ANNEXURE 2 - LETTER OF AUTHORIZATION

We hereby authorize Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL) to act at its discretion for merging balances or transfer of balances kept under our various accounts held with NSE & BSE such as Futures & Options, Capital Market/Margin Trading Account and Capital Market/Cash Account with the same Exchange or with different Exchanges to nullify the debit in any other account belonging to us held with yourselves without taking any further instructions from us. We agree, empower and authorize ISL to merge the securities kept with ISL in various accounts in order to nullify the debit in any account belonging to us.

Thanking you.  
Yours Truly

Signature of Authorised Signatory	First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory
	 (15)	 (15)	 (15)




## ANNEXURE 3 - CLIENT UNDERTAKING FOR PREVENTION OF MONEY LAUNDERING

This is with regards to our Trading ID \_\_\_\_\_ with Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL). We hereby confirm that transactions related to sale, purchase and or dealing in securities (capital markets, cash and/or derivatives and/or currency segments) and/or commodities executed by us are for the purpose of investment of our own money and/or for the purpose of dealing in capital markets for our own interests.

We undertake that: we \_\_\_\_\_ (Resident of India/NRI/ Others) and were never convicted for any activity subjected to Indian Penal Code and/or any other such activity which is prohibited by the laws of the Land.

We are not a party to any agreement or arrangement, directly or indirectly, to facilitate settlement of our transactions with Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL), where Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL) is a party of such agreement or arrangement.

We confirm that funds and/or securities used by us for settlement of transaction are assets earned by us through legal means in our own capacity and are not assets qualified under Prevention of Money Laundering Act, 2002 (PMLA).

Signature of Authorised Signatory	First Authorised Signatory	Second Authorised Signatory	Third Authorised Signatory
	 (16)	 (16)	 (16)

**ANNEXURE – 4**

**REQUEST LETTER FOR AVAILING OF THE “DOCUMENTS via ELECTONIC MODE FACILITY” (Non-Mandatory)**

To,  
 Indiabulls Securities Limited (formerly Dhani Stocks Limited),  
 Account Opening Department,  
 Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana.

Dear Sir/Madam,




This is regarding the availing of the Documents via electronic mode “DEM” facility being provided by Indiabulls Securities Limited (formerly Dhani Stocks Limited) (herein referred to as “ISL”) to its clients. We affirm that we have duly executed the Member-Client Agreement (“MCA”) with ISL.

ISL has offered and/or proposed to offer the issuance of Documents on Email. We are desirous of availing the DEM facility and in furtherance of the same, hereby grant our consent and affirmation to ISL to send documents including our statement of account etc. to our registered E-mail address.

We acknowledge and grant our consent to ISL for providing the DEM facility on the following terms and conditions:

1. We acknowledge and agree that non-receipt of bounced mail notification by ISL shall amount to delivery of the documents including our statement of account, trade confirmation(s), STT certificates, balance confirmation, etc. at our registered E-mail address
2. We confirm and agree that we will acknowledge document including our statement of account etc. so issued/sent electronically at our E-mail address without changing the subject line within 48 hours of the receipt of the DEM. In case we do not acknowledge the documents received by us on email by sending a reply mail within the stipulated time provided by ISL, the same shall be deemed to have been acknowledged.
3. We undertake that it shall be our sole responsibility to verify the content of the documents so sent on our registered email. In case there is any discrepancy in the DEM, we shall inform ISL of the same within the time stipulated on the document, as the case may be, by replying to the E-mail: [helpdesk@dhani.com](mailto:helpdesk@dhani.com) or to Customer Care at the above mentioned address. In case we do not inform and get the discrepancies corrected the same shall be deemed to have been accepted and will be binding upon us. However, ISL in its absolute discretion, reserves the right to determine the validity of any objection to the transaction, even though the objection is received after the expiry of stipulated time.
4. We undertake that it shall be our responsibility to inform ISL about any change in E-mail ID, Mobile No. or Phone No. etc. through a written request letter or through any other mode ISL may provide in the future. We affirm that ISL shall not be responsible for the non-receipt of the DEM due to any change in our E-mail address and if the same is not intimated by us to ISL and that ISL shall not take cognizance of out-of-office/out-of-station auto replies and we shall be deemed to have received such DEM.
5. We hereby understand that ISL may choose to provide the hard copy of the documents instead via electronic mode if the said facility is not available with ISL for a given period or a day
6. We declare and acknowledge our consent to abide by the above terms and conditions for availing DEM facilities.
7. Please further note that while we are entitled to revoke this authorization at any time however, such revocation shall be in accordance with the receipt of physical copy of revocation letter.

Thanking you,  
 Yours truly,

Signature of Authorised Signatory	First Authorised Signatory			Second Authorised Signatory			Third Authorised Signatory				
	 (17)				 (17)				 (18)		
Client Name											
Address:											
Client Code				Mobile No.							
Email ID											
Date	D	D	M	M	Y	Y	Y	Y	Place		

1. "We" shall be applicable where a non-individual is opening a Trading account.
2. To be signed by the account holder himself/herself, not to be signed by his/her attorney/authorized person etc.



**ANNEXURE – 5**  
**UPDATION OF PARTICIPANT CATEGORY IN COMMODITIES ACCOUNT**

To,  
Indiabulls Securities Limited (formerly Dhani Stocks Limited),  
Account Opening Department,  
Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana.




Dear Sir/Madam,

In accordance with the regulatory guidelines issued by SEBI and the Commodities Exchanges, the stock broker is required to update the Participant Category of its clients in its records. These details are required in order to maintain transparency in the commodities derivatives markets in respect to price signals as well as its correlation with the underlying physical market activities.

In this regards, we request you to update the same in our record and submit the same to exchange.

<b>Participant Category</b>	<b>Commodity(ies)* applicable</b>
<b>Farmer / FPOs</b> – it includes Farmers, Farmers' Cooperatives, Farmers' Producers Organisation (FPOs) and such entities of like nature.	
<b>Value Chain Participants (VCPs)</b> - it includes Processors, Commercial users as Dal and Flour Millers, Importer, Exporters, Physical Market Traders, Stockists, Cash & Carry Participants, Produces, SMEs/MSMEs, Wholesalers but excludes farmers/FPOs.	
<b>Proprietary traders</b> - it includes members of stock exchanges trading in their proprietary account	
<b>Domestic financial institutional investors</b> - it includes Mutual Funds (MFs), Portfolio Managers, Alternative Investment Funds (AIFs), Banks, Insurance Companies and Pension Funds etc. which are allowed to trade in commodity derivatives	
<b>Foreign Participants</b> – it includes participants such as Eligible Foreign Entities, NRIs etc. which are allowed to trade in commodity derivatives markets	
<b>Others:</b> it includes all other participants which cannot be classified in the above categories.	

\* **Type(s) of Commodity(ies) applicable:** Aluminium; Brass; Cardamom; Castor seed; Copper; Cotton; CPO; Crude Oil; Gold; Lead; Mentha Oil; Natural Gas; Nickel; Pepper; RBDPMMOLEIN; Silver and Zinc

<b>Signature of Authorised Signatory</b>		<b>First Authorised Signatory</b>					<b>Second Authorised Signatory</b>					<b>Third Authorised Signatory</b>									
		 (19)					 (19)					 (19)									
Date	D	D	M	M	Y	Y	Y	Y	Y	Y	Place										

**ANNEXURE – 6**  
**FORMAT OF BOARD RESOLUTION IN CASE OF CORPORATE**  
 (To be obtained on Pre-Printed Letterhead of the Company)  
 (This resolution is to be provided only if the Client is a Company)

CERTIFIED TRUE COPY OF THE RESOLUTION PASSED IN THE MEETING OF THE BOARD OF DIRECTORS OF \_\_\_\_\_ Ltd. AND HAVING ITS REGISTERED OFFICE AT \_\_\_\_\_ HELD ON \_\_\_\_\_ DAY \_\_\_\_\_ OF \_\_\_\_\_ 20 \_\_\_\_\_ AT \_\_\_\_\_

Resolved that the Company is empowered to deal on Capital Market segment, Futures and Options segment, Commodities Derivatives segment or any other segment that may be introduced by NSE/BSE/MCX and in pursuance of the same do enter into agreement with Indiabulls Securities Limited (formerly Dhani Stocks Limited), Member of the National Stock Exchange of India Ltd. (NSE) / Bombay Stock Exchange Ltd. (BSE)/ Multi Commodity Exchange of India Ltd. (MCX), the said Stock Broker be and is hereby authorized to honour instructions, oral or written, given on behalf of the company by any of the under noted authorized signatories.

Sr. No.	Name	Designation
1.		
2.		

is/are authorized to sell, purchase, transfer, endorse, negotiate documents and/or otherwise deal through Indiabulls Securities Limited (formerly Dhani Stocks Limited) on behalf of the company.

RESOLVED FURTHER THAT Mr \_\_\_\_\_ and/or Mr \_\_\_\_\_, Director and/or Mr \_\_\_\_\_ Authorized Signatory of the Company be and are hereby authorized to sign, execute and submit such applications, undertakings/agreements and other requisite documents, writings and deeds as may be deemed necessary or expedient to open account and give effect to this resolution.



RESOLVED FURTHER THAT, the Common Seal of the Company be affixed, wherever necessary, in the presence of any Directors or of any one director and Company Secretary, who shall sign the same in token of the presence.

For \_\_\_\_\_ Ltd.

Chairman/Company Secretary

(Signature to be verified by the Banker)

Specimen Signatures of the Authorized Persons (with stamp of the firm)

Sr. No.	Name	Specimen Signatures
1.		
2.		

The above signatures to be attested by the person signing the resolution for account opening on behalf of the company

**ANNEXURE – 7**  
**AUTHORITY LETTER IN FAVOUR OF MANAGING PARTNER(S)**  
**(To be obtained on pre-printed Letterhead of Firm)**  
**(This letter is to be obtained only if the Client is a Partnership Firm)**

To,  
Indiabulls Securities Limited (formerly Dhani Stocks Limited) ,  
Dated:.....  
1/1E, First Floor, East Patel Nagar, New Delhi-110008.

Dear Sir/Madam,  
We the partners of M/s \_\_\_\_\_ a partnership firm, having its office at \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ hereby authorize Mr./Ms. \_\_\_\_\_ and Mr./Ms \_\_\_\_\_ to open a securities trading account in Capital Market segment, F&O segment, Commodities Derivatives segment and Retail Debt Market segment on behalf of the firm M/s \_\_\_\_\_ with the Stock Broker Indiabulls Securities Limited (formerly Dhani Stocks Limited) , for sale and purchase of shares/debentures/derivative instruments in Capital market segment (CM) and/or Futures and Options segment (F&O), Commodities Derivatives segment and/or Retail Debt Market segments (RDM) or any other segment that may be introduced by NSE/BSE/MCX in future.

He/She/They is/are authorised on behalf of the firm to deal in equities, derivatives, debentures, debt products and the said Stock Broker is hereby authorised to honour all instructions oral or written, given on behalf of the firm by him/her/them. Mr./Ms \_\_\_\_\_ and Mr./Ms \_\_\_\_\_ is/are authorized to sell, purchase, transfer, endorse, negotiate documents and/or/otherwise deal through Indiabulls Securities Limited (formerly Dhani Stocks Limited), on behalf of the firm M/s \_\_\_\_\_ He/She/They is/are authorized to sign, execute and submit such applications, undertakings, agreements and other requisite documents, writings and deeds as may be deemed necessary or expedient to open account and give effect to this purpose.

However any partner/authorized signatory(ies) can issue cheques from bank account(s) in favour of Indiabulls Securities Limited (formerly Dhani Stocks Limited) , for credit to share trading account of the firm with Indiabulls Securities Limited (formerly Dhani Stocks Limited), even though his/their signature(s) may not be available on the records of Indiabulls Securities Limited (formerly Dhani Stocks Limited) . These cheques may either be from the account of partnership firm or from individual account, the said amount so given shall be solely/exclusively for the account of the firm maintained with Indiabulls Securities Limited (formerly Dhani Stocks Limited) .

We also recognize that a beneficiary account cannot be opened with a Depository Participant in the name of the partnership firm as per Depository regulations. To facilitate the operation of the above trading account with you and for the purpose of completing the securities transfer obligations, pursuant to the trading operations, we authorize you to recognize the beneficiary account No. \_\_\_\_\_ with Depository having DP ID \_\_\_\_\_ opened as a singly/jointly in the name of Managing partner/partners of the firm.

We agree that the obligations for shares purchased and / or sold by the firm will be handled and completed through transfers to/from the above-mentioned account. We recognize and accept transfers made by you to the beneficiary account as complete discharge of obligations by you in respect of trades executed in the above trading account of the firm.

Thank you.

Yours Truly

Name:

Address:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_

(Signature of Partner)

(Signature of Partner)

(Signature of Partner)

(Signature of Partner)

(Signatures of all the Partners with rubber stamp required)

**ANNEXURE – 8**  
**DECLARATION BY KARTA & ALL CO-PARCENERS IN CASE OF HUF ACCOUNT**  
(This Declaration is to be obtained only if the Client is a HUF)

Indiabulls Securities Limited (formerly Dhani Stocks Limited) ,

Dated: .....

1/1E, First Floor, East Patel Nagar, New Delhi-110008.

A/c No.....

1. WHEREAS the Hindu Undivided Family of \_\_\_\_\_ is carrying on business in the firm name and style of \_\_\_\_\_ at \_\_\_\_\_ or we intent to deal, have or desire to have Share Trading Account with Indiabulls Securities Limited (formerly Dhani Stocks Limited) (hereinafter referred as 'Member'). We, undersigned, hereby confirm and declare that we are the present adult co-parceners of the said joint family; that \_\_\_\_\_ is the present Karta of the said joint family.
2. We confirm that affairs of the H.U.F. firm are carried on mainly by the Karta \_\_\_\_\_ on behalf and in the interest and for the benefit of all the co-parceners. We hereby authorize the Karta \_\_\_\_\_ on behalf of the H.U.F. to deal on Capital Market segment (CM), Futures and Options segment (F&O), Retail Debt Market segment (RDM), Commodities Derivatives segment or any other segment that may be introduced by NSE/BSE/MCX in future and the said Stock Broker is hereby authorized to honor all instructions oral or written, given by him on behalf of the H.U.F. Mr. \_\_\_\_\_ (Karta) is authorized to sell, purchase, transfer, endorse, negotiate documents and / or otherwise deal through Indiabulls Securities Limited (formerly Dhani Stocks Limited) on behalf of the H.U.F. \_\_\_\_\_ He is also authorized to sign, execute and submit such applications, undertakings, agreements and other requisite documents, writings and deeds as may be deemed necessary or expedient to open account and give effect to this purpose. We are, however, jointly and severally responsible for all liabilities of the said H.U.F. firm to the Member and agree and confirm that any claim due to the Member from the said H.U.F. firm shall be recoverable from the assets of any one or all of us and also from the estate of the said joint family including the interest thereon of every co-parcener of the said joint family, including the share of the minor co-parceners, if any.
3. We undertake to advise the member in writing of any change that may occur in the Kartaship or in the constitution of the said joint family or of said H.U.F. firm and until receipt of such notice by the Member which shall be binding on the said joint family and the said H.U.F. firm and on our respective estates. We shall, however, continue to be liable jointly and severally to the Member for all dues/obligations of the said H.U.F. firm in the Member's book on the date of the receipt of such notice by the Member and until all such dues and obligations shall have been liquidated and discharged.
4. We recognize that a beneficiary account can be opened with Depository Participant only in the name of Karta as per regulations. To facilitate the operation of the above share trading account with you and for the purpose of completing the share transfer obligations pursuant to the trading operations, we authorize you to recognize the beneficiary account no \_\_\_\_\_ with Depository \_\_\_\_\_ opened in name of \_\_\_\_\_ who is the Karta of this H.U.F.
5. The names and dates of birth of the present minor co-parceners of the said joint family are given below. We undertake to inform you in writing as and when each of the said members attains the age of majority and is authorized to act on behalf of, and bind the said H.U.F. Firm.

Name of the Minor	Father's Name	Date of Birth



\_\_\_\_\_  
**Signature of the Karta (along with Rubber Stamp)**



6. We have received and read a copy of the member's rules and regulations for the conduct of Share Trading Accounts and we agree to comply with and be bound by the said rules now in force or any changes that may be made therein from time to time.

Thank you.

Yours Truly

- Name:
- Address:
- **Signature of the Karta (along with Rubber Stamp)**  \_\_\_\_\_

**Co-Parcener Details**

Name	Signature	Email ID	Mobile No.	PAN	Address
					
					

**Demat Debit and Pledge Instruction (DDPI)**

**(Note: Execution of Demat Debit and Pledge Instruction (DDPI) is Optional & not mandatory)**

Demat account number: \_\_\_\_\_

Date: \_\_\_\_\_

I/We (First Holder / Authorized Person), .....  
..... S/o, D/o, W/o  
..... Nationality Indian,  
residing at.....


I/We (Second Holder / Authorized Person),..... S/o, D/o,  
W/o..... Nationality Indian, residing at  
.....


I/We (Third Holder / Authorized Person), .....  
S/o, D/o, W/o..... Nationality Indian, residing  
at .....

an individual / Company (hereinafter referred to as the “Client”) do hereby explicitly authorize M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) (hereinafter referred to as “ISL”), a company incorporated under The Companies Act, 1956 in Delhi and a Trading cum Clearing Member (TCM) of the National Stock Exchange of India Limited (hereinafter referred to as “NSE”) and BSE Limited (hereinafter referred to as “BSE”) (hereinafter referred to as the “Exchanges”), also a Depository Participant (DP) of Central Depository Services Limited (hereinafter referred to as “CDSL”) and National Securities Depository Limited (hereinafter referred to as “NSDL”) and operating for the purpose of this Demat Debit & Pledge Instructions (DDPI), from its Registered Office in India situated at 1/1 E, First Floor, East Patel Nagar, New Delhi - 110008, acting through any of its Directors and/or officers duly authorized by it to access my/our Beneficiary Account for the limited purpose and authority on my/our behalf and at my/our risk and costs, to cause to be done, all and/or any of the Instruction as contained in the attached **Annexure-A**, which shall form part and parcel of this **DDPI**.

The authority hereby conferred in favor of ISL may be revoked by me/us at any time without notice; However ISL shall act on such revocation sent by me/us to ISL in writing only on receipt of the said notice, at Indiabulls Securities Limited (formerly Dhani Stocks Limited), DP Department, Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana. The said notice shall be a duly signed original written communication & ISL shall give effect to the said notice of revocation only after all monies, amounts, dues, charges, expenses, etc. by whatever name called, payable by me/us to ISL have been fully and duly paid by me/us.

This **DDPI** shall be governed by, and construed in accordance with, the laws of India and shall be subject to the exclusive jurisdiction of the Courts in Delhi.

 (21) \_\_\_\_\_  
Sole / First Holder

 (21) \_\_\_\_\_  
Second Holder













 (21) \_\_\_\_\_  
Third Holder

Third Holder  
(20)  
Second Holder  
(20)  
Sole / First Holder  
(20)

**Annexure-A**

Demat Account Number	
Name of the account holder(s)	1. 2. 3.

**Demat Debit and Pledge Instruction**

S.No.	Purpose	Signature of Client
1	Transfer of securities held in my the beneficial owner accounts towards Stock Exchange related deliveries / settlement obligations arising out of trades executed by me on the Stock Exchange(s) through ISL	 (22) Sole/First Holder
		 (22) Second Holder
		 (22) Third Holder
2	Pledging / re-pledging of securities in favour of ISL, trading member (TM) / clearing member (CM), for the purpose of meeting my margin requirements in connection with the trades executed by me on the Stock Exchange(s).	 (23) Sole/First Holder
		 (23) Second Holder
		 (23) Third Holder
3	Mutual Fund transactions being executed by me on Stock Exchange(s) order entry platforms	 (24) Sole/First Holder
		 (24) Second Holder
		 (24) Third Holder
4	Tendering shares in open offers through Stock Exchange platforms	 (25) Sole/First Holder
		 (25) Second Holder
		 (25) Third Holder

**COPY OF BOARD RESOLUTION – NON POA ACCOUNT**

**TO BE OBTAINED ON PRE-PRINTED LETTERHEAD OF THE COMPANY**

Certified copy of Resolution passed at the meeting of Board of Directors of M/s \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ held on \_\_\_\_\_ Day of \_\_\_\_\_ 20\_\_\_\_ at \_\_\_\_\_ AM/PM

Resolved that the consent of the Board be and is hereby given to open a demat account with M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) the Depository Participant as per the rules and regulations laid upon by National Securities Depository Ltd. (NSDL) and/or Central Depository Services (India) Ltd. (CDSL).

Resolved further that Mr. /Ms \_\_\_\_\_ and/or Mr./Ms \_\_\_\_\_ and/or Mr./Ms \_\_\_\_\_ the Director(s) / Authorised person(s) are authorised by the board to open and operate the Demat account singly/jointly and that the said M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) is authorised to honour all instructions issued by any of the above director(s) /Authorised Person(s) so empowered in relation to the above demat account.




Resolved further that any of the aforesaid Mr./Ms \_\_\_\_\_ and/or Mr./Ms \_\_\_\_\_ and/or Mr./Ms \_\_\_\_\_ do and are hereby authorised to singly/jointly sign/file/submit any form/document relating to the Demat a/c with M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited)

For and behalf of M/s \_\_\_\_\_

\_\_\_\_\_

Director/Chairman

Signature of Directors/Authorised Signatories are attested herewith

S. No	Name	Specimen Signature
1.		
2.		
3.		

Attested

Director/Chairman



**COPY OF BOARD RESOLUTION – POA ACCOUNT**

**TO BE OBTAINED ON PRE-PRINTED LETTERHEAD OF THE COMPANY**

Certified copy of Resolution passed at the meeting of Board of Directors of M/s \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ held on \_\_\_\_\_ Day of \_\_\_\_\_ 20\_\_\_\_ at \_\_\_\_\_ AM/PM

Resolved that the consent of the Board be and is hereby given to open a demat account with M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) , the Depository Participant as per the rules and regulations laid upon by National Securities Depository Ltd. (NSDL) and/or Central Depository Services (India) Ltd. (CDSL).




Further resolved that Mr. /Ms \_\_\_\_\_ and/or Mr./Ms \_\_\_\_\_ and/or Mr./Ms \_\_\_\_\_ the Director(s) / Authorised person(s) of the company whose specimen signatures are attested below will be singly/jointly authorised to sign on behalf of the company, all documents and forms relating to opening/operating of such account as may be required by the M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) from the company in connection with the above mentioned demat account as they have been empowered in the meeting of Board of Directors being POA holder on behalf of \_\_\_\_\_

Resolved further that M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) being the POA holder on behalf of \_\_\_\_\_ is hereby authorised to sign as per authorisations by M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) the documents relating to the beneficiary account with M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) and the authority so given to M/s Indiabulls Securities Limited (formerly Dhani Stocks Limited) to act on behalf of \_\_\_\_\_ shall not be withdrawn/revoked without giving 3 weeks prior intimation in writing.

For and behalf of M/s \_\_\_\_\_

\_\_\_\_\_  
Director/Chairman

Signature of Directors/Authorised Signatories are attested herewith

S. No	Name	Specimen Signature
1.		
2.		
3.		

Attested

Director/Chairman

**ANNEXURE - OPTION FOR ISSUANCE OF DIS BOOKLET**




*(To be filled by persons seeking to open a depository account who have given Power of Attorney to operate the depository account to a stock broker/Participant/Portfolio Manager)*

<b>DP ID</b>										<b>Client ID</b>							
--------------	--	--	--	--	--	--	--	--	--	------------------	--	--	--	--	--	--	--

<b>Name(s) of account holder(s)</b>	
Sole/ First holder	
Second holder	
Third holder	

**Option for Issue of DIS booklet (please tick any one)**

- Option 1: I/We wish to receive the Delivery Instruction Slip (DIS) booklet with account opening
- Option 2: I/We do not wish to receive the DIS booklet with account opening. However, the DIS booklet should be issued to me/ us immediately on my/ our request at any later date

<b>Beneficial Owner</b>	<b>Name</b>	<b>Signature with date</b>
Sole/ First holder		 (26)
Second holder		 (26)
Third holder		 (26)

**Annexure - Undertaking from Partners (for holding securities that belong to be partnership firm)  
(To be obtained on Pre-Printed Letterhead of Firm)**

To,  
**Indiabulls Securities Limited (formerly Dhani Stocks Limited)**  
**1/1E, First Floor,**  
**East Patel Nagar, New Delhi – 110008**

Dear Sir/Madam,

1. We have submitted an application for opening a single / joint account for opening a Beneficial Owner [BO] account in the category "individual" for holding and carrying out transactions in respect of securities belonging to our firm, since as per the clarification issued by the Department of Company Affairs vide its Circular No. 5/75 (8/18/75-CL-V) dated March 31, 1975, Partnership Firm is not capable of being a member within the meaning of Section 41 of The Companies Act, 1956.
2. We represent the firm.
3. In consideration of you having agreed to accept the Permanent Account Number [PAN] issued by the Income Tax Department [ITD] to the firm along with our individual identity documents, We acknowledge and undertake as under :-
  - a. The acceptance of the PAN number of our firm does not amount to you having taken notice of trust or recognise our firm.
  - b. We shall continue to be responsible for complying with the relevant provisions of The Companies Act, 1956 and the Rules made thereunder and other applicable Laws failing which we shall be responsible for the consequences thereof.

Yours faithfully,

	Partner 1	Partner 2	Partner 3
Signature			
Name			

## 1. Vision statement for Investors

### Mission

- a. To provide transparent, equitable and reliable markets with timely and accurate information dissemination for investors.
- b. To provide the highest standards of investor education, investor awareness and investor protection and timely services.

### Vision

To provide a safe, equitable, transparent, and trusted platform for investors to participate across asset classes with highest standards of integrity for investors

## 2. Business transacted by the Exchange with investors:

The Exchange facilitates various products for investors to participate across asset classes viz Equity, Commodities, Derivatives, Debt, Mutual Funds, Government securities etc. Details available on the link–

- NSE: <https://www.nseindia.com/products-services>
- BSE: <https://www.bseindia.com/markets.html>
- MCX: <https://www.mcxindia.com/products/>

## 3. Services provided by the Exchanges to investors:

Exchange provides various services to investors electronically through its online platform and physically through the dedicated common Investor Service Centers (ISC) set for this purpose. Details available on the link

- NSE: <https://t.ly/flTac>
- BSE: <https://www.bseindia.com/investor.html>  
The information on companies listed on Exchange: <https://www.bseindia.com/corporates.html>
- MCX: <https://t.ly/wmDof>

## 4. Grievance redressal mechanism:

- a. Mode of filing the complaints – Complaints can be lodged on the Exchange in the following ways:
  - i. Through SCORES 2.0 (a web based centralized grievance redressal system of SEBI) [\[https://scores.sebi.gov.in\]](https://scores.sebi.gov.in)  
**Two Level Review:**
    - a. First review done by Exchange
    - b. Second review done by SEBI
  - ii. Through Respective Exchange's web portal dedicated for the filing of complaint
    1. NSE: <https://www.nseindia.com/invest/investor-charter>
    2. BSE: <https://bseindia.com/ecomplaint/frmlInvestorHome.aspx>
    3. MCX: <https://www.mcxindia.com/Investor-Services/grievances/address-of-the-igrc-centres>
  - iii. Emails to designated email IDs of Exchange
    1. NSE: <https://www.nseindia.com/contact/investor-services-centre>
    2. BSE:
      - a. For complaints against Trading Members: [https://www.bseindia.com/static/investors/cac\\_tm.aspx](https://www.bseindia.com/static/investors/cac_tm.aspx)
      - b. For complaints against Listed Companies: [https://www.bseindia.com/static/investors/Complaint\\_against\\_Companies.aspx](https://www.bseindia.com/static/investors/Complaint_against_Companies.aspx)
    3. MCX: <https://www.mcxindia.com/Investor-Services/grievances/address-of-the-igrc-centres>
  - iv. Through SMARTODR (<https://smartodr.in/login>) dedicated for the filing of complaint
- b. Regarding documents required for complaint resolution, please refer to link –

NSE:

<https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Documents%20to%20be%20submitted%20by%20Parties.pdf>

BSE: Documents required for complaint resolution:

- a) Complete Account Opening Kit
- b) Contract notes
- c) Ledger statement
- d) Bank statement
- e) Demat transaction statement
- f) Any other document in support of claim

Multi-level dispute resolution mechanism available at the Exchange:

- a. Amicable resolution at Exchange level
- b. If no amicable resolution arrived at, matter is referred to Investor Grievance Redressal Committee who are independent entities set up for the compliant resolution.  
[https://www.bseindia.com/static/investors/cac\\_tm.aspx](https://www.bseindia.com/static/investors/cac_tm.aspx)
- c. Arbitration proceedings
- d. Appellate Arbitration proceedings  
[https://www.bseindia.com/static/investors/arbitration\\_mechanism.aspx](https://www.bseindia.com/static/investors/arbitration_mechanism.aspx)

MCX: Documents required for complaint resolution:

- a) Complete Account Opening Kit
- b) Contract notes
- c) Ledger statement
- d) Bank statement
- e) Demat transaction statement
- f) Any other document in support of claim

- c. Process flow for Complaint Resolution Process through Scores 2.0

Refer to [Schedule III of the SEBI Circular](#) dated September 20, 2023

Online Dispute Resolution (ODR)

1.	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by the Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through online conciliation or arbitration.  <a href="#">[SMARTODR]</a>
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<p>2. Steps to be followed in ODR for Review, Conciliation and Arbitration</p>	<ul style="list-style-type: none"> <li>➤ Investor to approach Market Participant for redressal of complaint</li> <li>➤ If investor is not satisfied with response of Market Participant, he/she has either of the following 2 options: May escalate the complaint on SEBI SCORES portal. (In this scenario the above steps shall prevail) May also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.</li> <li>➤ Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days.</li> <li>➤ If the matter could not be amicably resolved, then to the matter shall be referred for conciliation.</li> <li>➤ During the conciliation process, the conciliator will endeavour for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator with consent of the parties to dispute.</li> <li>➤ If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.</li> <li>➤ The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days with consent of the parties to dispute.</li> <li>➤ If the parties are not satisfied with the arbitration award, option to file u/s 34 of Arbitration and Conciliation Act, 1996</li> </ul>
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#### 5. Rights and Obligations of investors:

##### a. Investor has a Right to:

- NSE: [https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Investor\\_Rights.pdf](https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Investor_Rights.pdf)
- BSE: [https://www.bseindia.com/static/investors/Rights\\_Obligations\\_of\\_Investors.aspx](https://www.bseindia.com/static/investors/Rights_Obligations_of_Investors.aspx)
- MCX: [https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/rights-of-the-investor.pdf?sfvrsn=8a083191\\_2](https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/rights-of-the-investor.pdf?sfvrsn=8a083191_2)
- Get a copy of KYC and other documents executed.
- Get Unique Client Code (UCC) allotted.
- Place order on complying with the norms agreed to with the Trading Member (TM).
- Get best price for trade execution.
- Receive various SMS, emails and information from TMs regarding trade confirmations.
- Get Contract notes for trades executed from the TM in the specified format given by the Exchange showing transaction price, brokerage, GST and STT etc. as applicable, separately, within 24 hours of your trades.
- Receive funds and securities/commodities on time within 24 hours from payout.
- Receive statement of accounts from TM at least once in a quarter/ month from your TM.
- Settlement of accounts as per terms of agreement.
- Get the details of Principal Officer/Compliance Officer of the TM.
- Get information of all the businesses done by the TM.
- Receive all benefits/material information declared for the investors by the Company.
- Prompt services from the company such as transfers, dematerialization, Sub-divisions and consolidation of holdings in the company.
- As an equity holder have a right to subscribe to further issue of capital by the Company.
- Approach nearest Common Investor Service Centre's for lodging a complaint.
- Complaint and avail dispute resolution mechanism against TM or listed company.
- Raise queries on excess brokerage and other charges charged by TMs.
- File arbitration against TMs for disputes.
- Challenge the arbitration award before court of law.
- Privacy and Confidentiality.

- Fair & True Advertisement – Potential Risks to be clarified.
  - Exit from financial product or service.
  - Receive clear guidance and caution notice when dealing in Complex and High-Risk Financial Products and Services.
  - Provide feedback on the financial products and service used.
- b. Investor obligations/ Responsibilities
- NSE: [https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Investor\\_Obligations.pdf](https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Investor_Obligations.pdf)
  - BSE: [https://www.bseindia.com/static/investors/Rights\\_Obligations\\_of\\_Investors.aspx](https://www.bseindia.com/static/investors/Rights_Obligations_of_Investors.aspx)
  - MCX: [https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/obligations-of-the-investor.pdf?sfvrsn=99083191\\_2](https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/obligations-of-the-investor.pdf?sfvrsn=99083191_2)
- Deal with a SEBI registered Stock Brokers and Depository Participants for opening trading account and demat account.
  - Provide complete documents for account opening and KYC (Know Your Client). Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
  - Read all documents and conditions being agreed before signing the account opening form.
  - Accept the Delivery Instruction Slip (DIS) book from DP only (pre- printed with a serial number along with client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS.
  - Always mention the details like ISIN, number of securities accurately.
  - Inform any change in information for updation of KYC and obtain confirmation of updation in the system.
  - Regularly verify balances and transaction/ demat statement and reconcile with trades / transactions.
  - Appoint nominee(s) to facilitate heirs.
  - Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits
6. Guidance pertaining to special circumstances related to market activities: Default of Trading Members (TMs)
- (1) When a TMs defaults, the Exchange carries out the following steps for benefit of investor:
- Dissemination on Exchange website with regard to default of the TM.
  - Issue of Public Notice informing declaration of default by a TM and inviting claims within specified period.
  - Intimation to clients of defaulter TMs via Emails and SMS for facilitating lodging of claims within specified period
- (2) Following information made available on Exchange Website for information of Investors
- NSE: <https://www.nseindia.com/invest/investor-charter>
- BSE: [https://www.bseindia.com/static/investors/investor\\_charter.aspx](https://www.bseindia.com/static/investors/investor_charter.aspx)
- MCX: <https://www.mcxindia.com/Investor-Services/grievances/client-awareness/investors-charter>
- Norms for eligibility of claims for compensation from IPF.
  - FAQ on processing of investors' claims against defaulter TM.
  - Form for lodging claim against defaulter TM.
  - Standard Operating Procedure (SOP) for handling of Claims of Investors in the Cases of default by TMs
  - Provision to check online status of claims on Exchange Website.
  - Claim processing policy against Defaulter/Expelled TMs.
  - List of Defaulter/Expelled TMs and public notice issued
- (3) Standard Operating Procedure (SOP) for Handling of Claims of Investors in the Cases of Default by TMs (excluding Commodity Derivatives Exchanges)

#### **Against Stockbrokers**

Sr. No.	Action	Timeline
1.	Disablement of the TM	T day
2.	Information to investors about disablement of the TM on website and through SMS and email	T+1 day

Sr. No.	Action	Timeline
3.	Pre-filled forms to be sent to clients providing information regarding balances with the TM (only in case of SOP trigger)	T+15 days
4.	Claim lodgement Clients to fill the claim form and provide the supporting documents	T+ 75 days However, client can lodge claims till the end of 3 years from the date of the public notice provided post default
5.	Declaration of Default by the TM	T+120 days
6.	Information to investors about default of TM on website, through SMS, email and newspapers.	Within 3 working days from the date of declaration of defaulter
7.	Processing, auditing, and settlement of claims	Within 60 days of receipt of the claim form from the clients post declaration of default and T+135 days where prefilled forms are received.
8.	Request for review of the claim by client	Within 90 days of receipt of intimation of the decision of the IPFT from the stock exchange
9.	Processing, auditing, and settlement of review claims	Within 60 days of receipt of review application.
10.	Request for 2 <sup>nd</sup> review of the claim by client	Within 90 days of receipt of intimation of the decision of the IPFT from the stock exchange
11.	Processing, auditing, and settlement of review claims	Within 60 days of receipt of review application.

## 7. Dos and Don'ts - Advisory for Investors

a) Do's of Investing: Please refer to the link

- NSE: [https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Do%27s\\_of\\_Investing.pdf](https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Do%27s_of_Investing.pdf)
- BSE: <https://www.bseindia.com/static/investors/invdosdonot.aspx>
- MCX: [https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/do's-of-investing.pdf?sfvrsn=84083191\\_2](https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/do's-of-investing.pdf?sfvrsn=84083191_2)

b) Do's for Grievance Redressal: Please refer to the link [link provided by stock exchanges]

- NSE: [https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Do%E2%80%99s\\_for\\_Grievance\\_Redressal.pdf](https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Do%E2%80%99s_for_Grievance_Redressal.pdf)
- BSE: <https://www.bseindia.com/static/investors/invdosdonot.aspx>
- MCX: [https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/do's-for-grievance-redressal.pdf?sfvrsn=8f083191\\_2](https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/do's-for-grievance-redressal.pdf?sfvrsn=8f083191_2)

c) Don'ts of Investing: Please refer to the link [link provided by stock exchanges]

- NSE: [https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Don%E2%80%99ts\\_of\\_Investing.pdf](https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Don%E2%80%99ts_of_Investing.pdf)
- BSE: <https://www.bseindia.com/static/investors/invdosdonot.aspx>
- MCX: [https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/don'ts-of-investing.pdf?sfvrsn=b5083191\\_2](https://www.mcxindia.com/docs/default-source/investor-grievance-arbitration/investors-charter/don'ts-of-investing.pdf?sfvrsn=b5083191_2)

## 8. Code of Conduct for Stock Exchanges [link to be provided by the Exchanges]

NSE: [https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Code%20of%20Conduct%20for%20Stock%20Exchanges\\_0.pdf](https://nsearchives.nseindia.com/web/sites/default/files/inline-files/Code%20of%20Conduct%20for%20Stock%20Exchanges_0.pdf)

BSE: NA



A Stock Exchange shall:

- (a) always abide by the provisions of the Act, Securities and Exchange Board of India Act 1992, any Rules or Regulations framed thereunder, circulars, guidelines and any other directions issued by the Board from time to time.
- (b) adopt appropriate due diligence measures.
- (c) take effective measures to ensure implementation of proper risk management framework and good governance practices.
- (d) take appropriate measures towards investor protection and education of investors.
- (e) treat all its applicants or members in a fair and transparent manner.
- (f) promptly inform the Board of violations of the provisions of the Act, Securities and Exchange Board of India Act 1992, rules, regulations, circulars, guidelines or any other directions by any of its members or issuer.
- (g) take a proactive and responsible attitude towards safeguarding the interests of investors, integrity of stock exchange's systems and the securities market.
- (h) endeavor for introduction of best business practices amongst itself and its members.
- (i) act in utmost good faith and shall avoid conflict of interest in the conduct of its functions.
- (j) not indulge in unfair competition, which is likely to harm the interests of any other Exchange, their participants or investors or is likely to place them in a disadvantageous position while competing for or executing any assignment.
- (k) segregate roles and responsibilities of key management personnel within the stock exchange including:
  - a. Clearly mapping legal and regulatory duties to the concerned position
  - b. Defining delegation of powers to each position
  - c. Assigning regulatory, risk management and compliance aspects to business and support teams
- (l) be responsible for the acts or omissions of its employees in respect of the conduct of its business.
- (m) monitor the compliance of the rules and regulations by the participants and shall further ensure that their conduct is in a manner that will safeguard the interest of investors and the securities market.

### **Handling of Investor's claims / complaints in case of default of a Trading Member / Clearing Member (TM/CM)**

#### **Default of TM/CM**

Following steps are carried out by Stock Exchange for benefit of investor, in case stock broker defaults:

- Circular is issued to inform about declaration of Stock Broker as Defaulter.
- Information of defaulter stock broker is disseminated on Stock Exchange website.
- Public Notice is issued informing declaration of a stock broker as defaulter and inviting claims within specified period.
- Intimation to clients of defaulter stock brokers via emails and SMS for facilitating lodging of claims within the specified period.

Following information is available on Stock Exchange website for information of investors:

- Norms for eligibility of claims for compensation from IPF.
- Claim form for lodging claim against defaulter stock broker.
- FAQ on processing of investors' claims against Defaulter stock broker.
- Provision to check online status of client's claim.

**Level 3** – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.html>

#### **Grievances Redressal Mechanism of Indiabulls Securities Limited (formerly Dhani Stocks Limited)**

Grievance redressal policy of Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL) aims at ensuing prompt redressal of customer complaints and grievances.

A customer may lodge a complaint through either of the following means - in-person, by phone, mail/post or through electronic means (email/internet). All complaints will be recorded by ISL in Microsoft CRM (Customer Relationship Management software).

1. Walk-in customers may use complaint/visitor's book kept at Gurgaon HO to provide any feedback/suggestions for improvement in our products and services.
2. Complaint can also be lodged through
  - a. **Phone** - by calling our customer care desk on 022-61446300. (Whenever a complaint call is received, sender receives a reply/mail confirming acknowledgement of his complaint.)
  - b. **Post (Letter)** - by sending request in hard copy to Indiabulls Securities Limited (formerly Dhani Stocks Limited), Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana.
  - c. **E-mail** – complaints can also be lodged via email by sending request to [grievances\\_dsl@dhani.com](mailto:grievances_dsl@dhani.com)

**Note:**

- Complaints received by e-mail shall be acknowledged by e-mail.
- Whenever a complaint call is received, sender receives a reply back confirming acknowledgement of his complaint.

**Time frame for resolution of complaints:**

Complaints received are to be seen in the right perspective because these indirectly reveal a weak spot in the working of the Company. Complaints received would be analysed from all possible angles. Complaint should be resolved maximum within 30 working days from the date of receipt. Departments/officials dealing with the customer complaints are required to strictly adhere to the same. Periodical MIS on complaint is generated and circulated amongst the senior officials of the Company for their knowledge and further instructions, if any.

In case customer is unhappy with the service or redressal provided by the ISL, he/she can also approach Exchanges / Depositories / SEBI for redressal.

Exchange	Web Address	Contact Number	Email ID
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	1800 266 0058	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	022-22728517	<a href="mailto:is@bseindia.com">is@bseindia.com</a>
MCX	<a href="http://www.mcxindia.com">www.mcxindia.com</a>	022-66494070	<a href="mailto:grievance@mcxindia.com">grievance@mcxindia.com</a>
Depository	Web Address	Contact Number	Email ID
NSDL	<a href="http://www.nsdl.co.in">www.nsdl.co.in</a>	022-24994200	<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>
CDSL	<a href="http://www.cdslindia.com">www.cdslindia.com</a>	022-23058663 / 1800 200 5533	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>

Customer can also lodge his/her grievances with SEBI at <http://scores.gov.in> .

Client's signature:  (27) \_\_\_\_\_

## INVESTOR CHARTER FOR DEPOSITORIES AND DEPOSITORY PARTICIPANTS

### 1. Vision

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

### 2. Mission

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

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

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

### 4. **Description of services provided by the Depository through Depository Participants (DP) to investors**

#### 1. **Basic Services**

Sr. no.	Brief about the Activity / Service	Expected Timelines for processing by the DP after receipt of proper documents
1.	Dematerialization of securities	7 days
2.	Rematerialization of securities	7 days
3.	Mutual Fund Conversion/De-statementization	5 days
4.	Re-conversion/Re-statementisation of Mutual fund units	7 days
5.	Transmission of securities	7 days
6.	Registering pledge request	15 days
7.	Closure of demat account	30 days
8.	Settlement Instruction	For T+1 day settlements, Participants shall accept instructions from the Clients, in physical form up to 4 p.m. (in case of electronic instructions up to 6.00 p.m.) on T day for pay-in of securities.  For T+0 day settlements, Participants shall accept EPI instructions from the clients, till 11:00 AM on T day.  Note: 'T' refers 'Trade Day'

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

Sr. no.	Type of Activity /Service	Expected Timelines for processing by the DP after receipt of proper documents
1.	Value Added Services	Depositories also provide value added services such as a. <a href="#">Basic Services Demat Account</a>

		<p>b. <a href="#">Transposition cum dematerialization</a></p> <p>c. <a href="#">Linkages with Clearing System</a></p> <p>d. Distribution of cash and non-cash corporate benefits (Bonus, Rights, IPOs etc.), stock lending, demat of NSC / KVP, demat of warehouse receipts etc.</p> <p>NSDL: <a href="https://nsdl.co.in/publications/investor_charter.php">https://nsdl.co.in/publications/investor_charter.php</a></p> <p>CDSL: <a href="https://www.cdslindia.com/Investors/InvestorCharter.html">https://www.cdslindia.com/Investors/InvestorCharter.html</a></p>
2.	Consolidated Account statement (CAS)	CAS is issued 10 days from the end of the month (if there were transactions in the previous month) or half yearly (if no transactions).
3.	Digitalization of services provided by the depositories	<p>Depositories offer below technology solutions and e-facilities to their demat account holders through DPs:</p> <p>a. <a href="#">E-account opening</a></p> <p>b. <a href="#">Online instructions for execution</a></p> <p>c. <a href="#">e-DIS / Demat Gateway</a></p> <p>d. <a href="#">e-CAS facility</a></p> <p>e. <a href="#">Miscellaneous services</a></p> <p>NSDL: <a href="https://nsdl.co.in/publications/investor_charter.php">https://nsdl.co.in/publications/investor_charter.php</a></p> <p>CDSL: <a href="https://www.cdslindia.com/Investors/InvestorCharter.html">https://www.cdslindia.com/Investors/InvestorCharter.html</a></p>

## 5. Details of Grievance Redressal Mechanism

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

1	Investor Complaint / Grievances	<p>Investor can lodge complaint/ grievance against the Depository/DP in the following ways:</p> <p>Electronic mode - SCORES 2.0 (a web based centralized grievance redressal system of SEBI) [<a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a>]</p> <p>Two Level Review for complaint/grievance against DP:</p> <p>a. First review done by Designated Body</p> <p>b. Second review done by SEBI</p> <p>(i) Respective Depository's web portal dedicated for the filing of compliant</p> <p><a href="https://investor.nsdl.com/portal/en/home">https://investor.nsdl.com/portal/en/home</a> (for NSDL)</p> <p style="text-align: center;">&amp;</p> <p><a href="https://www.cdslindia.com/Footer/grievances.aspx">https://www.cdslindia.com/Footer/grievances.aspx</a> (For CDSL)</p> <p>(ii) Emails to designated email IDs of Depository [<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>] (for NSDL) &amp; [<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>] (for CDSL)</p> <p>c. Offline mode:</p> <p>NSDL - <a href="#">[Download Form]</a></p> <p>CDSL - Investors can send physical letters to CDSL on our registered office address.</p> <p>The complaints/ grievances lodged directly with the Depository shall be resolved within 21 days.</p>
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2	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/grievance on SMARTODR platform for its resolution through by online conciliation or arbitration.  SMART ODR – <a href="https://smartodr.in/login">https://smartodr.in/login</a> OR <a href="https://smartodr.in/register">https://smartodr.in/register</a>
3	Steps to be followed in ODR for Review, Conciliation & Arbitration	<ul style="list-style-type: none"> <li>• Investor to approach Market Participant for redressal of complaint</li> <li>• If an investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal.</li> <li>• Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.</li> <li>• Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days.</li> <li>• If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation.</li> <li>• During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator.</li> <li>• If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.</li> <li>• The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days.</li> </ul>

(2) Illustration of New Grievance Redressal System:

NSDL: [Click here](#) for flow-chart of New Grievance Redressal System.

## 6. Guidance pertaining to special circumstances related to market activities:

### Termination of the Depository Participant

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

7. **Dos and Don'ts for Investors:** Please refer to the link:

NSDL: [https://nsdl.co.in/publications/investor\\_charter.php](https://nsdl.co.in/publications/investor_charter.php)

CDSL: <https://www.cdslindia.com/Investors/InvestorCharter.html>

8. **Rights of investors:** Please refer to the link:

NSDL: [https://nsdl.co.in/publications/investor\\_charter.php](https://nsdl.co.in/publications/investor_charter.php)

CDSL: <https://www.cdslindia.com/Investors/InvestorCharter.html>

9. **Responsibilities of Investors:** Please refer to the link:

NSDL: [https://nsdl.co.in/publications/investor\\_charter.php](https://nsdl.co.in/publications/investor_charter.php)

CDSL: <https://www.cdslindia.com/Investors/InvestorCharter.html>

## 10. Code of Conduct for Depositories (Part D of Third Schedule of SEBI (D & P) Regulations, 2018)

NSDL: [https://nsdl.co.in/publications/investor\\_charter.php](https://nsdl.co.in/publications/investor_charter.php)

CDSL: <https://www.cdslindia.com/Investors/InvestorCharter.html>

**11. Code of Conduct for Participants (Part A of Third Schedule of SEBI (D & P) Regulations, 2018)**

NSDL: [https://nsdl.co.in/publications/investor\\_charter.php](https://nsdl.co.in/publications/investor_charter.php)

CDSL: <https://www.cdslindia.com/Investors/InvestorCharter.html>

**12. IPF Policy**




NSDL: <https://nsdl.co.in/downloadables/pdf/SOP - Procedure for claims on NSDL website.pdf>

CDSL: <https://www.cdslindia.com/downloads/Investors/FAQs/CDSL%20IPF%20Policy.pdf>

**13. FAQ – Processing of Investor claims**

NSDL: <https://nsdl.co.in/downloadables/word/FAQ - Procedure for processing Investors Claim.docx>

CDSL: <https://www.cdslindia.com/downloads/Investors/FAQs/CDSL%20IPF%20Policy%20FAQ.pdf>

<b>Beneficial Owner</b>	<b>Name</b>	<b>Signature</b>
Sole/ First holder		 (28)
Second holder		 (28)
Third holder		 (28)

## **Policy for Voluntary Freezing / Blocking of Trading Account - Indiabulls Securities Limited (formerly Dhani Stocks Limited)**

**Introduction:** The policy for voluntary freezing/blocking of trading account has been designed in accordance with the guidelines prescribed by SEBI vide circular SEBI/HO/MIRSD/POD-1/P/CIR/2024/4 dated January 12, 2024 on the subject "Ease of Doing Investments by Investors-Facility of voluntary freezing/ blocking of Trading Accounts by Clients" and the subsequent guidelines prescribed by the stock exchanges (NSE vide Circular no. NSE/INSP/61529 Dated April 08, 2024 and BSE vide circular no. 20240408-12 dated April 8, 2024) on the subject "Framework for Trading Members to provide the facility of voluntary freezing/blocking the online access of trading account to their clients".

**Purpose:** The procedures/details mentioned in this document are in accordance with the guidelines mentioned in the above mentioned SEBI & exchange circulars. These guidelines aim to facilitate the freezing/blocking of the client's online trading account (based on request received from the client) incase any suspicious activity is noticed by the client in his/her/its account.

**Scope:** This policy is applicable to all clients who have opened their trading account with Indiabulls Securities Limited (formerly Dhani Stocks Limited) (ISL). However, it is pertinent to note that –

1. Freezing/blocking is only for the online access to the client's trading account and there shall be no restrictions on ISL to carry out any Risk Management activities
2. The request for freezing/ blocking does not constitute request for marking the client's Unique Client Code (UCC) as inactive in the Exchange records.

**Procedure to Freeze/Block the Online Trading Account:** This policy has been framed by ISL that outlines the modus operandi to help curb client's risk and thereby forms part of ISL's Risk Management Policy.

The client may request for voluntary freezing/blocking of online access to his/her trading account through any of the modes mentioned below. All efforts will be taken by ISL personnel to fulfil the client's request in the below timeline –

1. **Timelines:** ISL intends to follow below timelines to freeze/block the online trading account in accordance with the request received from the client.
  - a. **Request received during the trading hours & within 15 minutes before start of trading** - within 15 minutes.
  - b. **Request received after the trading hours & 15 minutes before start of trading** - before the start of the next trading session.
2. **Modes:** Clients can place a request to report any suspicious activity or to voluntarily freeze their trading account via the following modes–
  - a. By sending an email from his/her/its registered email id to [stoptrade@dhani.com](mailto:stoptrade@dhani.com)
  - b. By calling on customer care desk at 022-61446300 from their registered mobile number during normal business hour.

**Note:** stringent identity verification will be conducted before considering any client's block requests. Hence, all clients are requested to keep all their Personal Identification Information (such as PAN, DOB, Trading ID, Demat ID etc.) handy to facilitate smooth and fast processing of requests.
3. While sending email to report any suspicious activity and simultaneously freezing of their trading account, clients are requested to provide detailed information about the suspicious activity that they have noticed in the said account.
4. **Process:** ISL shall follow the below process for the requests received through any mode of communication mentioned above –
  - a. Verify whether request is received from the registered mobile number/e-mail ID of the client.
    - If the request is received from another mobile number and/or email id (other than the registered email id/mobile number), proper verification of the client shall be done.
    - During the verification process, ISL personnel would ask the client/s a series of questions (basic checks) to understand the gravity of the request received. These questions would relate to but will not be limited to the existing positions in the client's account, inadvertent sharing of login credentials, OTPs, orders, devices used for trading, etc.

- b. Freeze / block the online access of the client's trading account and simultaneously cancel all the pending orders, if any, of the said client.
  - c. Send the acknowledgement to the client's registered email ID and/or mobile number stating that the online access to the trading account has been frozen / blocked and all the pending orders in the client's trading account, if any, have been cancelled.
  - d. In addition to the above, details of open positions (if any) to also be communicated to the client on his/her/its registered email ID along with contract expiry information. This shall help to eliminate unwanted the risk of unwanted delivery settlement.
5. Clients are requested to make an informed decision based on these suggestions and communicate their decisions clearly and unequivocally such that ISL personnel can proceed with blocking/freezing of client's trading account.

**Procedure to Unfreeze/Unblock the Online Trading Account:** Clients can unfreeze/unblock their online trading accounts by raising a request via any of the modes –

- a. By sending an email from his/her/its registered email id to [stoptrade@dhani.com](mailto:stoptrade@dhani.com)
- b. By calling on customer care desk at 022-61446300 from their registered mobile number.

In order to unfreeze/unblock the trading account, the client would need to undergo stringent due diligence checks including validation of reactivation request and/or mandatory re-KYC.

Client Signature:  (29) \_\_\_\_\_



## Most Important Terms and Conditions - MITC

Please find below Most Important Terms and Conditions pertaining to the trading account to be held by your good-self with Indiabulls Securities Limited (formerly Dhani Stocks Limited).

1. Your trading account has a "Unique Client Code" (UCC), different from your demat account number. Do not allow anyone (including your own stock broker, their representatives and dealers) to trade in your trading account on their own without taking specific instruction from you for your trades. Do not share your internet/ mobile trading login credentials with anyone else.
2. You are required to place collaterals as margins with the stock broker before you trade. The collateral can either be in the form of funds transfer into specified stock broker bank accounts or margin pledge of securities from your demat account. The bank accounts are listed on the stock broker website. Please do not transfer funds into any other account. The stock broker is not permitted to accept any cash from you.
3. The stock broker's Risk Management Policy provides details about how the trading limits will be given to you, and the tariff sheet provides the charges that the stock broker will levy on you.
4. All securities purchased by you will be transferred to your demat account within one working day of the payout. In case of securities purchased but not fully paid by you, the transfer of the same may be subject to limited period pledge i.e. seven trading days after the pay-out (CUSPA pledge) created in favor of the stock broker. You can view your demat account balances directly at the website of the Depositories after creating a login.
5. The stock broker is obligated to deposit all funds received from you with any of the Clearing Corporations duly allocated in your name. The stock broker is further mandated to return excess funds as per applicable norms to you at the time of quarterly/ monthly settlement. You can view the amounts allocated to you directly at the website of the Clearing Corporation(s).
6. You will get a contract note from the stock broker within 24 hours of the trade.
7. You may give a one-time Demat Debit and Pledge Instruction (DDPI) authority to your stock broker for limited access to your demat account, including transferring securities, which are sold in your account for pay-in.
8. The stock broker is expected to know your financial status and monitor your accounts accordingly. Do share all financial information (e.g. income, networth, etc.) with the stock broker as and when requested for. Kindly also keep your email Id and mobile phone details with the stock broker always updated.
9. In case of disputes with the stock broker, you can raise a grievance on the dedicated investor grievance ID of the stock broker. You can also approach the stock exchanges and/or SEBI directly.
10. Any assured/guaranteed/fixed returns schemes or any other schemes of similar nature are prohibited by law. You will not have any protection/recourse from SEBI/stock exchanges for participation in such schemes.

Client Signature:  (30) \_\_\_\_\_


**Indiabulls Securities Limited (formerly Dhani Stocks Limited)**

**CONSENT/ACKNOWLEDGEMENT**

I/We acknowledge and declare that I/We have received, read and understood, acknowledged and agreed to the contents of -

**Trading Account:**

- a. Rights and Obligations of Stock brokers, Sub brokers and Clients - Equity Segment
- b. Risk Disclosure Document (RDD) - Equity Segment
- c. Policies and Procedures -Equity and Commodities Segment
- d. Guidance note -Equity Segment
- e. Rights And Obligations Of Members, Authorized Persons And Clients As Prescribed By SEBI and Commodity Exchanges
- f. Uniform Risk Disclosure Document (RDD) – Commodities Segment
- g. Guidance note -Do's and Don'ts for trading on exchange - Commodities Segment
- h. Terms and Conditions between Client & Indiabulls Securities Limited (formerly Dhani Stocks Limited)


Client Signature:  (30) \_\_\_\_\_

Client Name: \_\_\_\_\_

Client Code: \_\_\_\_\_  
(To be filled by ISL)

**Demat Account:**

- a. Rights and Obligations of Beneficial Owner & Depository Participant as prescribed by SEBI and Depositories
- b. Guidance note - Do's and Don'ts for Depository
- c. Terms & Conditions for receiving SMS alerts from CDSL
- d. Terms & Conditions for receiving SMS alerts from NSDL

	<b>SOLE/FIRST HOLDER</b>	<b>SECOND HOLDER</b>	<b>THIRD HOLDER</b>
<b>NAME</b>			
<b>Signature</b>  (31)			
<b>Demat Account No.</b> (to be filled by ISL)			