

ONLINE ACCOUNT OPENING PROCESS

- ❖ Client has to visit below URL & follow the procedure with sign up option.

<https://ekyc.itorg.com>

- ❖ Client has to authenticate OTP received on mobile.
- ❖ Client has to authenticate OTP received on Email ID.
- ❖ **Client may process address stage with below mode.**
 - Digi Locker
 - We found your KYC (KRA BASED) (client must have registered with KRA agencies)
 - Manual Entry (with supporting Address proof).
- ❖ Client has to enter Bank details & may upload Copy of personalized cheque / Bank statement with IFSC, MICR & Bank branch address.
- ❖ **Profile stage** - Client has to enter their all details along with nomination details.
- ❖ Client has to upload clear copy of PAN & Signature
- ❖ Client has to mark to DIS Slip book options & other details.
- ❖ **Exchange Stage** – Select Exchange Segment & Client has to upload financial proof (any one of the following Supporting documents not more than 12 months old)
 - Copy of latest ITR Acknowledgment
 - Copy of Annual Accounts
 - In case of Salary income-Salary Slip, copy of Form 16
 - Net Worth Certificate
 - Copy of demat account holding
 - Bank account statement for last 6 months
 - Any other relevant documents substantiating ownership of assets/self declaration with relevant supporting documents
- ❖ **IPV Stage** - Client has to complete IPV stage as mentioned below.
 - Enter OTP
 - Read OTP in video
 - Capture live photograph
- ❖ Client has to accept EKYC norms & to be continued.
- ❖ Client has to complete e-sign Part 1 & Part 2 with Aadhar OTP authentication.
- ❖ Account opening procedure will be completed, Post successful E-sign authentication.
- ❖ Client will get Digitally Signed Account opening form on his registered Email ID.
- ❖ If all the documents and form are in order, client would be allotted a Unique Client Code (UCC).
- ❖ Clients can start transacting only after they have been allotted UCC & it is approved by Exchange.

OFFLINE (PHYSICAL) ACCOUNT OPENING PROCESS

The procedure to open a trading and Demat Account (physical). Individual & Non-Individual

- ❖ Client/Company's Sales Executive should submit the account opening form/ client registration form duly filled-in and signed by the prospective client.
- ❖ The Member-Client Agreement should be executed together with the Risk Disclosure Document.
- ❖ The Client should provide all the necessary information required along with the relevant documents.
- ❖ Following documents should be collected from non- individual clients:
 1. Non- individual Client Registration Form;
 2. Member and Client Agreement;
 3. Risk Disclosure Document;
 4. All other supporting documents for identity/address of the non-individual entity and the authorized signatory;
 5. In case of companies, board resolution authorizing the directors/senior employees/ authorized signatory to operate on behalf of the company and to deal in the derivative market. In case of other entities, similar documents would be required;
 6. PAN Card copy of non-individual client and all the partners/directors in case the client is a partnership firm or body corporate;
 7. Bank Account proof.
- ❖ Following documents are to be collected from individual clients:
 1. Individual Client Registration Form
 2. Member and Client Agreement
 3. Risk Disclosure Document
 4. All other supporting documents for identity and residence of the individual
 5. PAN Card copy
 6. Bank Account proof
- ❖ Photo identity proof of client would be verified against originals. In case of a non-individual client, photo identities of the directors/authorized persons would be verified against originals and taken on record.
- ❖ If all the documents and form are in order, client should be allotted a Unique Client Code (UCC).
- ❖ Clients can start transacting only after they have been allotted UCC.
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Complaint filing and Resolution Process

Customer support and investor grievances redressal is an important aspect in broking business. We follow following process to accept complaints and providing solution to clients

- ❖ We have dedicated customer service desk no as 022-69093466 and clients can directly call on this no. for any query/service-related request/to register any complaint. The customer care tries to resolve the queries immediately if no support is required from other departments.
- ❖ Clients can also write to us on customercare@itiorg.com for any query/service-related request/to register any complaints. The customer care executives tries to provide the immediate support to client depending upon the query received.
- ❖ Clients can also write to us on igsb@itiorg.com for any kind of grievances.

For all complaints/queries received from clients on above mentioned channels, Customer care team shall share generates ticket no. for each and every communication. Clients can take status of their queries/complaints by quoting their UCC code or ticket no.

Thank You...!!