

## FLOW OF ONLINE TRADING AND DEMAT ACCOUNT OPENING

- ❖ Client has to visit below URL & follow the procedure with sign up option.  
<https://ekyc.itiorg.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 Identity and Address proof).
- ❖ Client has to enter Bank details & 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 who wish to open CDSL demat A/c has to mark 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 with Trading Code and 16 digit demat Beneficiary A/c number on his registered Email ID.

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## OFFLINE (PHYSICAL) TRADING AND DEMAT ACCOUNT OPENING

### 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 (Self Attested) all the partners/directors in case the client is a partnership firm or body corporate;
  7. Pan Copy of Partnership firm or body corporate and Bank Account proof (Attested by partners/directors with Stamp).
- ❖ Following documents are to be collected from individual clients:
  1. Individual Client Registration Form;
  2. Member and Client Agreement;
  3. FATCA Declaration;
  4. Risk Disclosure Document;
  5. All other supporting documents (Self Attested) for identity and residence of the individual;
  6. PAN Card copy (Self Attested);
  7. Bank Account proof (Self Attested)
- ❖ Photo identity proof of client should be verified against originals. In case of a non-individual client, photo identities of the directors/authorized persons should be verified against originals and taken on record.
- ❖ If all the documents and form are in order, client would be allotted a Unique Client Code (UCC) for Trading A/c and 16 digit Beneficiary A/c to client who opened demat a/c with ITI SBL. Email sent to client informing his Trading A/c Number and his demat A/c Number.
- ❖ Client will get copy signed Trading and demat Account opening form along with Welcome Letter, Client Master copy and DIS Book (if CDSL demat A/c opened with ITISBL) through courier/hand delivery.
- ❖ Clients can start transacting only after they have been allotted UCC.

## **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](mailto: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](mailto: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...!!