

Do's and Don'ts



Do's:

- Register for CDSL's internet based facility 'easi' to monitor your demat account yourself. Contact your DP for details.
- Register for CDSL's SMS Alert facility - SMART and obtain alerts for any debits or credits due to a corporate action, in your demat account.
- Accept the DIS book from your DP only if each slip has been pre-printed with a serial number along with your demat account number and keep it in safe custody.
- Always mention the details like ISIN, number of securities accurately. In case of any queries, please contact your DP or broker.
- Ensure that all demat account holder(s) sign on the DIS.
- Please strike out the any blank space on the slip.
- Cancellations or corrections on the DIS should be initialed or signed by all the account holder(s).
- Submit the DIS ahead of the delivery date for all type of market transactions. DIS can be issued with a future execution date.
- Intimate any change of address or change in bank account details to your DP immediately.
- Check the investor service record of the issuer company with your DP before deciding to send certificates for demat. The list of companies whose demat request are pending is published at www.cdslindia.com.
- Before sending securities for demat, record the distinctive numbers of the securities sent.
- Before granting Power of Attorney(PoA) to anyone, to operate your demat account, carefully examine the scope & implications of powers being granted.
- PoA is not mandatory for opening a demat account.
- The demat account has a nomination facility and it is advisable to appoint a nominee, in case of sole account holders.
- Ensure that, both, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions and once a quarter if there have been no transactions in your account.
- Check your demat account statement on receipt. In case you notice any unauthorized debits or credits, contact your DP for clarification. If not resolved, you may contact CDSL Investor Grievance Dept., Mr. Durgesh Gurav, Central Depository Services (India) Ltd., Marathon Futurex, A Wing, 25th floor, Mafatlal Mills Compound N M Joshi Marg , Lower Parel (E) Mumbai - 400013 , Phone :022 2305-8658 email- complaints@cdslindia.com

Don'ts:

- Do not leave your instruction slip book with anyone else.
 - Do not sign blank DIS as it is equivalent to a bearer cheque.
 - Avoid over-writing, cancellations, misspellings, changing of the name and quantity of securities.
- We request you to meticulously follow the above instructions, to avoid any problem in operation of your demat account.

BSE – Investor DO's and Don'ts

Do's :

- Always deal with the market intermediaries registered with SEBI / stock exchanges.
- Collect photocopies of all documents executed for registration as a client, immediately on its execution. Ensure that the documents or forms for registration as Client, are fully filled in.
- Give clear and unambiguous instructions to your broker / agent / depository participant.
- Always insist on contract notes from your broker. In case of doubt in respect of the transactions, verify the genuineness of the same on the BSE website.
- Always settle the dues through the normal banking channels with the market intermediaries.
- Before placing an order with the market intermediaries, please check about the credentials of the companies, its management, fundamentals and recent announcements made by them and various other disclosures made under various regulations. The sources of information are the websites of Exchanges and companies, databases of data vendor, business magazines etc.
- Adopt trading / investment strategies commensurate with your risk-bearing capacity as all investments carry some risk, the degree of which varies according to the investment strategy adopted.
- Carry out due diligence before registering as client with any intermediary. Carefully read and understand the contents stated in the Risk Disclosure Document, which forms part of the investor registration requirement for dealing through brokers.
- Be cautious about stocks which show a sudden spurt in price or trading activity, especially low price stocks.
- There are no guaranteed returns on investment in the stock market.
- Always keep copies of all investment documentation (e.g. application forms, acknowledgements slips, contract notes).
- Always keep copies of documents you are sending to companies, Trading Member, Registrar and Transfer Agent, etc.
- Send important documents by a reliable mode (preferably through registered post) to ensure delivery.
- Ensure that you have money before you buy.
- Ensure that you are holding securities before you sell.
- Follow up diligently and promptly e.g. If you do not receive the required documentation within a reasonable time, contact the concerned person; i.e. the Trading Member, company etc., immediately.
- Mention clearly whether you want to transact in physical mode or in demat mode.
- Lodge your Arbitration Application against the Trading Member, at the concerned Regional Investor Service Centre, by confirming geographical jurisdiction. Please use for the purpose, your address as intimated to your Trading Member by following due process of law. The details of geographical jurisdiction of each Regional Investor Service Centre are also available on the Contract Note. The period consumed in redressal of complaint thru IGRC services will not be considered while measuring period of 'limitation' in filing

arbitration application provided the complaint and / or arbitration application is / are filed at the concerned Regional Investor Service Centre.

- Lodge your complaint against a company listed on BSE, at the concerned Regional Investor Service Centre, by confirming geographical jurisdiction. Please use your address for deciding the geographical jurisdiction. This will enable to process the complaint expeditiously.

Dont's :

- Don't deal with unregistered brokers / sub - brokers, or other unregistered intermediaries.
- Don't execute any documents with any intermediary without fully understanding its terms and conditions.
- Don't file your arbitration application against trading member, in the Regional Investor Service Centre having no geographical jurisdiction over the matter. Please use for the purpose, your address as intimated to your Trading Member by following due process of law
The Exchange redresses investors' complaints thru arbitration and IGRC mechanism, which are quasi-judicial in nature. The period consumed in redressal of complaint thru IGRC will not be considered while measuring period of 'limitation' in filing arbitration application provided the complaint is filed at the concerned Regional Investor Service Centre.
- Don't file your grievance /s against companies listed on BSE, in the Regional Investor Service Centre having no geographical jurisdiction over the matter, for its expeditious redressal. Please use your address for deciding the geographical jurisdiction.
- Don't deal based on rumours or 'tips'.
- Don't fall prey to promises of guaranteed returns.
- Don't get misled by companies showing approvals / registrations from Government agencies as the approvals could be for certain other purposes and not for the securities you are buying.
- Don't leave the custody of your Demat Transaction slip book in the hands of any intermediary.
- Don't get carried away with advertisements about the financial performance of companies in print and electronic media.
- Don't blindly follow media reports on corporate developments, as some of these could be misleading.
- Don't blindly imitate investment decisions of others who may have profited from their investment decisions.
- Don't forgo obtaining all documents of transactions, in good faith even from people whom you know.
- Don't forget to take note of the risks involved in an investment.
- Don't get misled by guarantees of repayment of your investments through post-dated cheques.
- Don't hesitate to approach concerned persons and then the appropriate authorities.
- Don't get swayed by promises of high returns.

BSE has installed a Toll Free line 1800 22 6663 at which the investors can inform on any specific lead with regard to any type of undesirable trading practices in any scrip or any type of market aberration observed by them. Investors are requested to get their messages recorded in English or Hindi. Identity of the investor will be kept confidential.

NSE – Investor DO's and Don'ts

Investor Rights - Right To

- Get Unique Client Code (UCC) allotted
- Get a copy of KYC and other documents executed
- Get trades executed in only his/her UCC
- Place order on meeting the norms agreed to with the Member
- Get best price
- Contract note for trades executed
- Details of charges levied
- Receive funds and securities on time
- Receive statement of accounts from trading member
- Ask for settlement of accounts

Investor Obligations - Under Obligation To

- Execute Know Your Client (KYC) documents and provide supporting documents
- Understand the voluntary conditions being agreed with the member
- Understand the rights given to the Members
- Read Risk Disclosure Document
- Understand the product and operational framework and deadlines
- Pay margins
- Pay funds and securities for settlement on time
- Verify details of trades
- Verify bank account and DP account for funds and securities movement
- Review contract notes and statement of account

Rights to Remedies

- Take up a complaint against member with the Exchange
- Take up a complaint against listed company
- File arbitration against member if there is dispute
- Challenge the arbitration award before court of law

Obligation Towards Remedies

- Take up complaint within reasonable time
- Complaint to be supported by appropriate documents
- When additional information is called for provide the same
- To participate in resolution meetings

Basic Instructions

- Don't forget to strike off blanks in your KYC
- Don't submit an incomplete KYC form
- Don't opt for digital contracts,if you're not familiar with computers
- Don't share your trading password
- Keep a regular check of your running account

Power of Attorney (PoA) Instructions

- Be careful with your PoA
- How to retain control of your account
- Cancel your PoA anytime
- Choose a registered Stock Broker for PoA
- PoA should not include the right to open / close your account
- Always specify a period for the PoA