



## INVESTOR CHARTER – STOCK BROKERS

### I. VISION

To follow highest standards of ethics and compliances while facilitating the trading by clients in securities in a fair and transparent manner, so as to contribute in creation of wealth for investors.

### II. MISSION

1. To provide high quality and dependable service through innovation, capacity enhancement and use of technology.
2. To establish and maintain a relationship of trust and ethics with the investors.
3. To observe highest standard of compliances and transparency.
4. To always keep 'protection of investors' interest' as goal while providing service.
5. To ensure confidentiality of information shared by investors unless such information is required to be provided in furtherance of discharging legal obligations or investors have provided specific consent to share such information.

### III. SERVICES PROVIDED TO INVESTORS BY STOCK BROKERS

1. Execution of trades on behalf of investors.
2. Issuance of Contract Notes.
3. Issuance of intimations regarding margin due payments.
4. Facilitate execution of early pay-in obligation instructions.
5. Periodic settlement of client's funds.
6. Issuance of retention statement of funds at the time of settlement.
7. Risk management systems to mitigate operational and market risk.
8. Facilitate client profile changes in the system as instructed by the client.
9. Information sharing with the client with respect to relevant Market Infrastructure Institutions (MII) circulars.
10. Provide a copy of Rights & Obligations document to the client.
11. Communicating Most Important Terms and Conditions (MITC) to the client.
12. Redressal of Investor's grievances.

### IV. RIGHTS OF INVESTORS

1. Ask for and receive information from a firm about the work history and background of the person handling your account, as well as information about the firm itself (including website providing mandatory information).
2. Receive complete information about the risks, obligations, and costs of any investment before investing.
3. Receive a copy of all completed account forms and Rights & Obligations document.
4. Receive a copy of 'Most Important Terms & Conditions' (MITC).
5. Receive account statements that are accurate and understandable.
6. Understand the terms and conditions of transactions you undertake.
7. Access your funds in a prescribed manner and receive information about any restrictions or limitations on access.
8. Receive complete information about maintenance or service charges, transaction or redemption fees, and penalties in form of tariff sheet.
9. Discuss your grievances with compliance officer/compliance team/dedicated grievance redressal team of the firm and receive prompt attention to and fair consideration of your concerns.
10. Close your zero balance accounts online with minimal documentation.
11. Get the copies of all policies (including Most Important Terms and Conditions) of the broker related to dealings of your account.
12. Not be discriminated against in terms of services offered to equivalent clients.

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#### VERIQUIS PARTNERS PRIVATE LIMITED

CIN: U66190MH2024PTC431418

Regd. Address: 132, A Wing, Mittal Tower, Nariman Point, Mumbai – 400021

Email: [contact@veriquis.com](mailto:contact@veriquis.com)

Tel: (91)9833854212, (9122)35713767



13. Get only those advertisement materials from the broker which adhere to Code of Advertisement norms in place.
14. In case of broker defaults, be compensated from the Exchange Investor Protection Fund as per the norms in place.
15. Trade in derivatives after submission of relevant financial documents to the broker subject to broker's adequate due diligence.
16. Get warnings on the trading systems while placing orders in securities where surveillance measures are in place.
17. Get access to products and services in a suitable manner even if differently abled.
18. Get access to educational materials of the MIIs and brokers.
19. Get access to all the exchanges of a particular segment you wish to deal with unless opted out specifically as per broker norms.
20. Deal with one or more stockbrokers of your choice without any compulsion of minimum business.
21. Have access to the escalation matrix for communication with the broker.
22. Not be bound by any clause prescribed by the broker which is contravening the Regulatory provisions.

#### V. VARIOUS ACTIVITIES OF STOCK BROKERS WITH TIMELINES

Sr.No.	Activities	Expected Timelines
1.	KYC entered into KRA System and CKYCR	3 working days of account opening
2.	Client Onboarding	Immediate, but not later than one week
3.	Order execution	Immediate on receipt of order, but not later than the same day
4.	Allocation of Unique Client Code	Before trading
5.	Copy of duly completed Client Registration Documents to clients	7 days from the date of upload of Unique Client Code to the Exchange by the trading member
6.	Issuance of contract notes	24 hours of execution of trades
7.	Collection of upfront margin from client	Before initiation of trade
8.	Issuance of intimations regarding other margin due payments	At the end of the T day
9.	Settlement of client funds	First Friday/Saturday of the month / quarter as per Exchange pre-announced schedule
10.	'Statement of Accounts' for Funds, Securities and Commodities	Monthly basis
11.	Issuance of retention statement of funds/commodities	5 days from the date of settlement
12.	Issuance of Annual Global Statement	30 days from the end of the financial year

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13.	Investor grievances redressal	21 calendar days from the receipt of the complaint
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## VI. DOs and DON'Ts for Investors

Sr. No.	DO's	Sr. No.	DON'Ts
1.	Read all documents and conditions being agreed before signing the account opening form.	1.	Do not deal with unregistered stock broker.
2.	Receive a copy of KYC, copy of account opening documents, and Unique Client Code.	2.	Do not forget to strike off blanks in your account opening and KYC.
3.	Read the product / operational / procedural timelines related to various trading and clearing & settlement processes.	3.	Do not submit an incomplete account opening and KYC form.
4.	Receive all information about brokerage, fees and other charges levied.	4.	Do not forget to inform any change in information linked to trading account and obtain confirmation of updation in the system.
5.	Register your mobile number and email ID in your trading and demat account.	5.	Do not transfer funds for trading to anyone other than a stock broker. No payment should be made in the name of employee of stock broker.
6.	If executed, receive a copy of Demat Debit and Pledge Instruction (DDPI) / Power of Attorney (POA) as applicable. Be aware of the scope and implications of powers being granted.	6.	Do not ignore any emails / SMSs received regarding trades done from the Stock Exchange. Raise a concern if any discrepancy is observed.
7.	Receive contract notes for trades executed, showing transaction price, brokerage, GST and STT/CTT etc. within 24 hours of execution of trades.	7.	Do not opt for digital contracts if not familiar with computers.
8.	Receive funds and securities / commodities on time, as prescribed by SEBI or Exchange from time to time.	8.	Do not share trading password.
9.	Verify details of trades, contract notes and statements of account and approach broker immediately about any discrepancies. Verify trade details on Exchange websites through trade verification facility.	9.	Do not fall prey to fixed / guaranteed returns schemes.
10.	Receive statement of accounts periodically. If opted for running account settlement, ensure settlement is done by the stock broker as per the option given (Monthly / Quarterly).	10.	Do not fall prey to fraudsters sending emails / SMSs luring to trade in stocks / securities promising huge profits.
11.	In case of any grievances, approach stock broker or Stock Exchange / SEBI for getting the same resolved within prescribed timelines.	11.	Do not follow herd mentality for investments. Seek expert and professional advice for your investments.
12.	Retain documents for trading activity, as it helps in resolving disputes, if they arise.		

Additionally, Investors may refer to Dos and Don'ts issued by MIIs on their respective websites from time to time.

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## VII. Grievance Redressal Mechanism

The process of investor grievance redressal is as follows:

Sr. No.	Particulars	Details
1.	<b>Investor Complaint / Grievances</b>	Investor can lodge complaint/grievance against stock broker in the following ways:
		<b>Mode of filing the complaint with stock broker</b>
		Investor can approach the Stock Broker at the designated Investor Grievance e-mail ID of the stock broker. The Stock Broker will strive to redress the grievance immediately, but not later than 21 days of the receipt of the grievance.
		<b>Mode of filing the complaint with stock exchanges</b>
		I. 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> ).
		<b>Two level review for complaint / grievance against stock broker:</b>
		<ul style="list-style-type: none"> <li>• First review done by Designated body / Exchange.</li> <li>• Second review done by SEBI.</li> </ul>
2.	<b>Online Resolution platform for Conciliation and Arbitration</b>	II. Emails to designated email IDs of Exchange.
		<b>Dispute (ODR) Online and</b>
3.	<b>Steps to be followed in ODR for Conciliation and Arbitration</b>	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.
		1. Investor to approach Market Participant for redressal of complaint.
		2. If investor is not satisfied with response of Market Participant, he/she has either of the following options:
		(a) May escalate the complaint on SEBI SCORES portal.
		(b) May also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.
		3. Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between Market Participant and Investor within 21 days.
		4. If the matter could not be amicably resolved, then the matter shall be referred to conciliation.
		5. During the conciliation process, the conciliator will endeavour for amicable settlement of the dispute within 21 days, which may be extended with consent of the parties.
		6. If conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.
7. 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.		

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## **VIII. Handling of Investor's Claims / Complaints in Case of Default of a Trading Member / Clearing Member (TM/CM)**

### **A. Default of TM/CM**

The following steps are carried out by the Stock Exchange for the benefit of investors in case a stock broker is declared defaulter:

- Circular is issued informing declaration of the Stock Broker as Defaulter.
- Information of the defaulter stock broker is disseminated on the Stock Exchange website.
- Public Notice is issued informing declaration of a stock broker as defaulter and inviting claims within the specified period.
- Intimation is sent to clients of the defaulter stock broker through email and SMS to facilitate lodging of claims within the specified period.

### **B. Information Available on Stock Exchange Website**

The following information is made available on the Stock Exchange website for investors:

- Norms for eligibility of claims for compensation from the Investor Protection Fund (IPF).
- Claim form for lodging claim against a defaulter stock broker.
- Frequently Asked Questions (FAQ) on processing of investors' claims against a defaulter stock broker.
- Facility to check online status of client's claim.
- Standard Operating Procedure (SOP) for handling of investors' claims in cases of default by brokers.
- Claim processing policy against Defaulter / Expelled members.
- List of Defaulter / Expelled members and public notices issued.