

PROCEDURE FOR OPENING ACCOUNT

Procedure for Physical Account Opening

- Collection of duly filled and signed account opening form and copy of documents mentioned in the account opening kit.
- Verification of the Self – attested PAN card copy of the client
- Verification of the client address by obtaining a copy of a recent utility bill, bank statement, or other document containing the client's address.
- Verification of client signature match with signature on the application form and the documents submitted.
- Along with the aforementioned points, to ensure that all documents comply with the Six mandatory KYC attributes of Name, PAN, Address, Mobile Number, Email ID, and Income Range.

In Case of Discrepancy

- Acknowledge discrepancy noticed in the form or documents submitted by the client.
- To gather all the relevant details related to the discrepancy, such as the account opening form, KYC documents, and any other related information.
- Once the cause of the discrepancy is identified, inform the client about the same, and provide them with the options available to rectify the issue. If the discrepancy is due to a mistake on the client's part, such as providing incorrect information, then they may need to provide corrected documents or information.
- Follow-up with the client to ensure that the discrepancy has been resolved and that the account details are accurate.
- Document the entire process, including the cause of the discrepancy, the steps taken to rectify it, and the outcome. This documentation may be useful for future reference and may help prevent similar discrepancies from occurring in the future.
- Review the account opening process and identify areas where improvements can be made to prevent similar discrepancies from occurring in the future. Implement these improvements to improve the overall efficiency and accuracy of the account opening process.

Generate Unique client code

- When there is no discrepancy or all discrepancies have been resolved, enter the receipt of the account opening form into the branch module.
- Upload scan copies of relevant documents into the branch module once the Unique Client Code has been generated.
- Change the account opening stage to "verified"
- The operations team should maintain a record of the client codes generated for each account applicant, along with their personal details and other relevant information.

Receive the account opening form and verify

- Verification that all required information has been filled in by the applicant.
- Ensure that the form is complete and all necessary documents have been attached.
- Ensure that forms are thoroughly reviewed and arranged in the order specified.
- Communication with AP/branch if there is a discrepancy due to improper documentation or a form issue
- Activation of client account in the HO module system.
- All account opening forms and supporting documents to be filed and recorded for future reference.
- Change the status of client account in the system to "Approved".
- An auto generated email informing the sub broker of the rejection of that form shall be sent.

Upload documents on Exchange

- Upload accepted clients file containing all of the UCC account's details to the BSE, NSE, and MCX Exchange.

Welcome letter and Credentials

- Sending a welcome letter and a SMS to the client. Also sending a login id and password message (for online trading account) via letter /e-mail to the client.

Procedure for online account opening

- 1. Sign up:**
Under sign up enter the requested details – pan number, mobile number, email id and date of birth. Tick on I agree terms and condition and click on get OTP.
- 2. Enter Mobile Number:**
Enter OTP sent on the registered mobile number and click on verify.
- 3. Enter Email Id:**
Enter OTP sent on the registered email-ID and click on verify.
- 4. Verify Aadhar OTP:**
Enter Aadhar OTP sent to your registered Aadhaar number and click on continue.
- 5. Enter Bank Name:**
At bank stage under “CHOOSE YOUR BANK” click on search bank and select your bank.
- 6. Enter Bank Number:**
Once your branch name and IFSC is fetched, enter your bank account number, and click on verify bank account.
- 7. Verify Bank Account:**
Confirm your bank account number and click on yes, your bank account would be credited with Rs. 1/- to verify your account is in existence.
- 8. Verify PAN number:**
At profile stage upload your pan card and signature as per PAN. An OCR verification would be carried out to check if the correct pan card was uploaded.
- 9. Check Investment Plan:**
At exchange stage select your investment plan and click on proceed and save to next.
- 10. In Person Verification:**
Click on In Person Verification.
- 11. Final Stage:**
Capture your live photo and click on save.
- 12. The other standard procedures are same as Physical account opening**