

## **Investor Charter – Stock Brokers**

### **1. 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.

### **2. MISSION**

- i) To provide high quality and dependable service through innovation, capacity enhancement and use of technology.
- ii) To establish and maintain a relationship of trust and ethics with the investors.
- iii) To observe highest standard of compliances and transparency.
- iv) To always keep 'protection of investors' interest' as goal while providing service.

### **3. Business transacted**

We facilitate various products for investors to participate across asset classes viz Equity, Derivatives, Debt, Mutual Funds, etc.

Details available on the link:

<https://www.hdfcsec.com/>

### **4. Services provided to Investors**

- Execution of trades on behalf of investors.
- Issuance of Contract Notes.
- Issuance of intimations regarding margin due payments.
- Facilitate execution of early pay-in obligation instructions.
- Settlement of client's funds.
- Intimation of securities held in Client Unpaid Securities Account (CUSA) Account.
- Issuance of retention statement of funds.
- Risk management systems to mitigate operational and market risk.
- Facilitate client profile changes in the system as instructed by the client.
- Information sharing with the client w.r.t. exchange circulars.
- Redressal of Investor's grievances.

## 5. Grievance redressal mechanism

### 1. Mode

#### (a) Our Customer Care Number.

022-39019400

#### (b) Electronic mode -

**Email** - Clients can write to below email ids

[1<sup>st</sup> Level – customercare@hdfcsec.com](mailto:customercare@hdfcsec.com)

[2<sup>nd</sup> Level - services@hdfcsec.com](mailto:services@hdfcsec.com)

[3<sup>rd</sup> level –complianceofficer@hdfcsec.com](mailto:complianceofficer@hdfcsec.com)

#### **SEBI**

Through SCORES (a web based centralized grievance redressal system of SEBI)

<https://www.scores.gov.in/scores/Welcome.html>

#### **BSE**

Through Respective Exchange's web portal dedicated for the filing of compliant

<https://bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

#### **NSE**

<https://www.nseindia.com/invest/file-a-complaint-online>

#### **MCX**

<https://www.mcxindia.com/Investor-Services/grievances/register-e-complaint>

#### **CDSL**

<https://www.cdslindia.com/Footer/grievances.aspx>

**(2) Documents required for complaint resolution:**

**(a) Documents**

- Complete Account Opening Kit
- Contract notes
- Ledger statement
- Bank statement
- Demat transaction statement
- Any other document in support of claim

**(a) Multi-level dispute resolution mechanism available at the Exchange:**

- Amicable resolution at Exchange level
- If no amicable resolution arrived at, matter is referred to Investor Grievance Redressal Committee who are independent entities set up for the compliant resolution.
- Arbitration proceedings
- Appellate Arbitration proceedings

**(c) Timelines for Complaints:**

SR. NO	TYPE OF ACTIVITY	EXPECTED TIMELINES FOR ACTIVITY
	<b>Against Stock Brokers</b>	
1	Receipt of Complaint	Day of complaint (C Day)
2	Additional information sought from the investor, if any, and provisionally forwarded to stock broker	C + 7 Working days
3	Registration of the Complaint and forwarding to the stock broker	C+8 Working Days i.e. T day
4	Amicable Resolution	T+15 Working Days
5	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution	T+16 Working Days

SR. NO	TYPE OF ACTIVITY	EXPECTED TIMELINES FOR ACTIVITY
6	Complete resolution process post GRC	T + 30 Working Days
7	In case where the GRC Member requires additional information, complete resolution shall take place within	T + 45 Working Days
8	Implementation of GRC Order	On receipt of GRC Order, debit the funds of the stock broker
9	Complainant/ Broker, if not satisfied, by IGRC decision can avail arbitration mechanism	Within 6 months from the date of IGRC recommendation
10	In case of receipt of arbitration intention	Obtain an undertaking from the client and pay 50% of the award or 2 lakhs whichever is less to the client from the IPFT, in case GRC order is upto Rs. 20 lacs
11	Arbitration not filed within 6 months from the GRC Order	Obtain Undertaking from the client and Release 50% amount to the client. Replenish 50% amount to the IPF
12	Completion of arbitration proceedings	Within 4 months from the date of the final appointment of arbitrator
13	Completion of appellate proceedings	Within 3 months from the date of the final appointment of arbitrator

### **6. Rights of Investors**

- **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.
- **Receive** complete information about the risks, obligations, and costs of any

investment before investing.

- **Receive** recommendations consistent with your financial needs and investment objectives.
- **Receive** a copy of all completed account forms and agreements.
- **Receive** account statements that are accurate and understandable.
- **Understand** the terms and conditions of transactions you undertake.
- **Access** your funds in a timely manner and receive information about any restrictions or limitations on access.
- **Receive** complete information about maintenance or service charges, transaction or redemption fees, and penalties.
- **Discuss** your grievances with compliance officer of the firm and receive prompt attention to and fair consideration of your concerns.

#### ***Various activities of Stock Brokers with timelines***

<b>S.No.</b>	<b>Activities</b>	<b>Expected Timelines</b>
1.	KYC entered into KRA System and CKYCR	10 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	30 days / 90 days for running account settlement (RAS) as per the preference of client. If consent not given for RAS – within 24 hours of pay-out
10.	'Statement of Accounts' for Funds, Securities and Commodities	Weekly basis (Within four trading days of following week)
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
13.	Investor grievances redressal	30 days from the receipt of the complaint

**DOs and DON'Ts for Investors**

DOs	DON'Ts
<ol style="list-style-type: none"> <li>1. Read all documents and conditions being agreed before signing the account opening form.</li> <li>2. Receive a copy of KYC, copy of account opening documents and Unique Client Code.</li> <li>3. Read the product / operational framework / timelines related to various Trading and Clearing &amp; Settlement processes.</li> </ol>	<ol style="list-style-type: none"> <li>1. Do not deal with unregistered stock broker.</li> <li>2. Do not forget to strike off blanks in your account opening and KYC.</li> <li>3. Do not submit an incomplete account opening and KYC form.</li> </ol>
<ol style="list-style-type: none"> <li>4. Receive all information about brokerage, fees and other charges levied.</li> <li>5. Register your mobile number and email ID in your trading, demat and bank accounts to get regular alerts on your transactions.</li> <li>6. If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. Before granting Power of Attorney, carefully examine the scope and implications of powers being granted.</li> <li>7. Receive contract notes for trades executed, showing transaction price, brokerage, GST and STT etc. as applicable, separately, within 24 hours of execution of trades.</li> <li>8. Receive funds and securities / commodities on time within 24 hours from pay-out.</li> <li>9. Verify details of trades, contract notes and statement of account and approach relevant authority for any discrepancies. Verify trade details on the Exchange websites from the trade verification facility provided by the</li> </ol>	<ol style="list-style-type: none"> <li>4. Do not forget to inform any change in information linked to trading account and obtain confirmation of updation in the system.</li> <li>5. Do not transfer funds, for the purposes of trading to anyone other than a stock broker. No payment should be made in name of employee of stock broker.</li> <li>6. Do not ignore any emails / SMSs received with regards to trades done, from the Stock Exchange and raise a concern, if discrepancy is observed.</li> <li>7. Do not opt for digital contracts, if not familiar with computers.</li> <li>8. Do not share trading password.</li> <li>9. Do not fall prey to fixed / guaranteed returns schemes.</li> <li>10. Do not fall prey to fraudsters sending emails and SMSs luring</li> </ol>

<p>Exchanges.</p> <p>10. Receive statement of accounts periodically. If opted for running account settlement, account has to be settled by the stock broker as per the option given by the client (30 or 90 days).</p> <p>11. In case of any grievances, approach stock broker or Stock Exchange or SEBI for getting the same resolved within prescribed timelines.</p>	<p>to trade in stocks / securities promising huge profits.</p> <p>11. Do not follow herd mentality for investments. Seek expert and professional advice for your investments.</p>
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