ACCOUNT OPEN DATE	
DEMAT ACCOUNT NO	13023400



# DEPOSITORY SERVICES Account Opening Form Individual

SEBI REG. NO.: IN-DP-CDSL-392-2018

# DP-ID :- 13023400

CENTRAL DEPOSITORY SERVICES (INDIA) LTD.

Client Name

# CDSL &CCOUNT OPENING FORM

# CHECKLIST OF DOCUMENTS FOR INDIVIDUALS/HUF/NRI ACCOUNTS

SR. NO.	DESCRIPTION
1	PROOF OF IDENTITY (PAN CARD WITH PHOTOGRAPH).
2	PHOTO ON THE KYC FORM MATCH WITH THE ID PROOF.
3	PROOF OF ADDRESS (RATION CARD, PASSPORT, VOTER ID, AADHAR CARD, BANK PASS BOOK WITH LATEST TRANSACTION COPY, DRIVING LICENSE, ELECTRICITY / TELEPHONE BILL SHOULD NOT BE MORE THAN THREE MONTHS OLD). FOR NRI - NRI ADDRESS PROOF REQUIRED.
4	FOR JOINT HOLDER SEPARATE KYC FORM TO BE FILLED.
5	PHOTOCOPY OF CANCELLED CHEQUE WITH NAME OF THE CLIEN T OR BANK STATEMENT / PASSBOOK WITH NAME & ADDRESS - NOT MORE THAN 3 MONTHS OLD
6	HUF ACCOUNT - HUF & KARTA PAN CARD & HUF BANK STATEMENT / BANK PASSBOOK FOR ADDRESS PROOF.
7	DECLARATION BY KARTA GIVING DETAILS OF FAMILY MEMBERS OF HUF AND KARTA ADDRESS PROOF REQUIRED.
8	NOMINATION FORM DULY FILED (NOT APPLICABLE FOR HUF).
9	TWO WITNESS ON THE NOMINATION FORM.
10	CLIENT HAS SIGNED ACROSS THE PHOTOGRAPH.
11	SIGNATURES SHOULD BE PREFERABLY IN BLACK INK.
12	ANY ALTERATIONS ON THE AOF SHOULD BE DULY AUTHORIZED BY THE CLIENT/S (DON'T USE WHITE INK).
13	PHOTO COPIES OF ALL THE DOCUMENTS SUBMITTED MUST BE SELF ATTESTED BY THE APPLICANT.
14	FAX INDEMNITY IS FRANKED WITH RS. 200/- STAMP.
15	ALL CORRESPONDENCE / QUERIES SHALL BE ADDRESSED TO THE FIRST / SOLE APPLICANT.

# Additional KYC Form for Opening a Demat Account (For Individuals )

ISS ENTERPRISE LIMITED         Corporate Office: 6th Floor, 601, Dakshna Building, Next to Raigad Bhavan, Sector 11, CBD Belapur, Navi Mumbai - 400614. PH: 022-61829500/518/519/551         Registered Office: International Infotech Park, Tower No. 7, 5th Floor, Sector 30, Vashi, Navi Mumbai - 400703. Investor Grievance e-mail: ig@iseindia.com         (To be filled by the Depository Participant)																				
	y the De	eposi	itory Pa	articipa	ant)															
Application No.									Date	D	D		Μ	Μ	Y		Y	Y		Ý
DP Internal Ref	erence I	No.												1						
DP ID 1	3	0	2	3	4	0	0	Clie	nt ID											
(To be filled by the applicant in <b>BLOCK LETTERS</b> in English) I/We request you to open a demat account in my/ our name as per following details:- Holders Details																				
Sole / First Holder's Name										-	PAN U I									
											D									
Second Holder's											PAN									
Name	,										U I									Π
											D					_		_		
Third Holder's											PAN									
Name											U I D									
Name *																				
*In case of Fin the name of etc., should b	the nation the mention the mention the mention the mention of the	ural oneo	persor d above	ns, the e.	name	e of t	he Firi	m, Ás												
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Foreign Nation	onal		_	Forei	-	-		-	n National			v Re	ceipts		 )thers	(spe	cifv)			
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Relationship wit		oplica	ant	-											11					
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(If not marked, Account Statem		ault (																		
Requirement				<b>)</b> As p					) Daily		Veek			Fortnig			ПM	onthly	/	
I / We requ	est you	u to	seno	d Eleo	ctronic	c Tra	insacti	ion-cu	m-Holding	State	emen	t ai	t the	ema	ail IC	ז  י	J Ye	s l	🗆 No	o
I / We would lik								N .									J Ye	s l	🗆 No	0
I / We would li (Tick the application)									al / 🗖 Ele uld be in P			J Bo	th Ph	iysical	and E	lecti	ronic			
DP Charges	I/We a Trading			S Ente	rprise	Limite	ed to d	debit I	OP Charges	s (inclu	Iding	Ann	ual Ma	aintena	ance C	harg	es) t	o my ,	/ our	r

I/ We wish to receive dividend / interest directly in to my bank account as given below through         ECS (If not marked, the default option would be 'Yes')         [ECS is mandatory for locations notified by SEBI from time to time ]																
Bank Details [Divider	nd Bank I	Details]				-										
Bank Code (9 digit MICR	code)															
IFS Code (11 character)																
Account number																
Account type		🗖 Sav	ing	🗖 Curi	rent		thers	(specify	') <u> </u>							
Bank Name																
Branch Name																
Bank Branch Address																
City	State					Country				PIN co	de					
<ul> <li>(i) Photocopy of the cancelled cheque having the name of the account holder where the cheque book is issued, (or)</li> <li>(ii) Photocopy of the Bank Statement having name and address of the BO</li> <li>(iii) Photocopy of the Passbook having name and address of the BO, (or)</li> <li>(iv) Letter from the Bank.</li> <li>➤ In case of options (ii), (iii) and (iv) above, MICR code of the branch should be present / mentioned on the document.</li> </ul>																
Other Details Gross Annual Income Details	Net w (Date)		,00,000 ) to Rs as on	25,00,0	000 > M	Mor M Y	e tha		25,00	,000,	Rs 5	i,00,0	000 1	to	10,0	00,000
Occupation	Priva Retire			or 🛛 ] Hous				Busin		□ ers(Sp			onal		gric	ulture
Please tick , if applicab	le: 🗆	Politica	lly Expo	sed Pe	rson (	PEP)		Related	to Po	olitical	ly E>	cpos	ed Pe	erson	(RP	EP)
Any other information																
SMS Alert Facility Refer to Terms & Conditions given as Annexure - 2.4	[(Mano (if PC		f you are					( POA)] vail of th	his fa	cility,	cance	el thi	s			
green us knick are 2.11       option).         I wish to avail the TRUST facility using the Mobile number registered for SMS Alert Facility. I have read and understood the Terms and Conditions prescribed by CDSL for the same.         Transactions Using Secured Texting Facility (TRUST). Refer to Terms and Conditions         I/We wish to register the following clearing member IDs under my/our below mentioned BO ID registered for TRUST         I/We wish to register the following clearing Member IDs under my/our below mentioned BO ID registered for TRUST         Stock Exchange Name/ID       Clearing Member ID (Optional) Name         Image: Name/ID       Name         Image: Name/ID       Image: Name																
Nomination Details																
Nomination Registration	on No.							Dated								

I /We the sole holder / Joint holders / Guardian (in case of minor) hereby declare that:

### D I/We do not wish to nominate any one for this demat account.

I/We nominate the following persons who is/are entitled to receive security balances lying in my/our account, particulars where of are given below, in the event of my / our death.

Nomination Details	Nominee 1	Nominee 2	Nominee 3
Nominee Name : *First Name:			
Middle Name :			
*Last Name :			
	•••••		
Nomination Details	Nominee 1	Nominee 2	Nominee 3
*Address :			
* City			
* State			
* Pin * Country			
Telephone No.			
FAX No.			
PAN No.			
UID			
Email ID			
*Relationship with the BO :			
Date of birth (mandatory			
if Nominee is a minor)			
dd-mm-yyyy Name of the Guardian of			
Nominee (if nominee is a			
minor)			
* First Name :	•••••		
Middle Name :			
* Last Name :			
*Address of the guardian of nominee:			
* City			
* State			
* Country			
* PIN			
Age			
Telephone			
Fax No. Email ID			
* Relationship of the			
Guardian with the			
Nominee			
* Percentage of			
allocation of securities			
* Residual Securities [please tick any one			
nominee.			
If tick not marked			
default will be first			
nominee]:			

Note : Residual securities: incase of multiple nominees, please choose any one nominee who will be credited with residual securities remaining after distribution of securities as per percentage of allocation. If you fail to choose one such nominee, then the first nominee will be marked as nominee entitled for residual shares, if any.

### \* Marked is Mandatory field

This nomination shall supersede any prior nomination made by me / us and also any testamentary document executed by me / us. Note: One witnesses shall attest signature(s) / thumb impression(s)

Details of the Witness	First Witness	
Name of witness		
Address of witness		
Signature of witness		

I / We have received and read the Rights and Obligations document and terms & conditions and agree to abide by and be bound by the same and by the Bye Laws as are in force from time to time. I / We declare that the particulars given by me/us above are true and to the best of my/our knowledge as on the date of making this application. I/We agree and undertake to intimate the DP any change(s) in the details / Particulars mentioned by me / us in this form. I/We further agree that any false / misleading information given by me / us or suppression of any material information will render my account liable for termination and suitable action.

	First/Sole Holder or Guardian (in case of Minor)	Second Holder	Third Holder
Name			
Signatures			

(Signatures should be preferably in blue ink).

(Please Tear Here) -

# Acknowledgement Receipt

#### **Application No.:**

Date:

We hereby acknowledge the receipt of the Account Opening Application Form:

Name of the Sole / First Holder	
Name of Second Holder	
Name of Third Holder	

ISS ENTERPRISE LIMITED



Corporate Office: 6th Floor, 601, Dakshna Building, Next to Raigad Bhavan, Sector 11, CBD Belapur, Navi Mumbai – 400614. PH: 022-61829500/518/519/551

Investor Grievance e-mail : ig@iseindia.com

DATE D D M M Y Y Y Y	BOID <b>1 3 0 2</b>	3 4 0 0							
Tariff Structu	re of ISS Enterprise LtdDP w.e	.f. 01.04.2016							
Details	I/We Wish to open a Regular Demat Account	I/We Wish to open Basic Services Demat Account (BSDA)							
	Regular Demat Account	Basic Services Demat Account (BSDA)							
Account opening charge	Nil	Nil							
Custody Charges	Nil	Nil							
For Individual Account No AMC for Life Time	Interest free Refundable Security Deposit of Rs.4000/-	NA							
Annual Maintenance Charges Individual Account €orporate/Trust/LLP Account	Rs. 300/- Rs.1000/-	AMC Based on holding value: • p to Rs. 50000/ NIL Between Rs.50001 to 200000/Rs.100/- Above 200000/ Rs.300/-							
KRA-KYC Creation/ Modification/ Download Charges	Rs. 45/-	Rs. 45/-							
Dematerialization	Rs.6/- Per Certificate + Courier Charges of Rs.30/-	Rs.6/- per Certificate + Courier Charges of Rs.30/-							
Demat rejection	Rs.20/- Per DRF + Courier Charges of Rs.30/-	Rs.20/- Per DRF + Courier Charges of Rs.30/-							
Rematerialization	Rs.15/- Per Every 100 Shares or part thereof Or Rs.15/- Per Certificate Whichever is higher	Rs.15/- Per Every 100 Shares or part thereof Or Rs.15/- Per Certificate Whichever is higher							
Transaction (Debit)	Rs.15/-	Rs.40/-							
Transaction (Credit)	Nil	Nil							
Failed Transaction	Nil	Nil							
Pledge Creation/Confirmation /Closure /Closure Confirmation	Rs.24/- Per Transaction	Rs.24/- Per Transaction							
Pledge Invocation	Rs.50/- Per Transaction	Rs.50/- Per Transaction							
Re-issue of DIS Booklet	Rs.10/- + Courier Charges Rs.30/-	Rs.10/- + Courier Charges Rs.30/-							

#### Notes:

Charges for additional statements for regular Demat account: Physical statement would be charged @ Rs. 2/- per page plus Rs. 30/- courier charges. Charges for additional statements for BSDA:- Physical statements would be charged at Rs. 25/- Per Statement plus courier charges of Rs.30/-.

 $\label{eq:stars} \verb"Bany Modification request/Communication to BO, a minimum charges of Rs. 30/-oractual courier/postal charges which ever is higher.$ 

**BActual** charges for sending Consolidated statement of Account (CAS) by CDSL directly to BOs will be debited to respective BOs at the time of billing. **Bervice** Taxandother applicable taxes/levies are charged in addition to the above mentioned rates.

InterestfreeRefundabledeposit will be refunded on Closure of Account after adjusting dues if any.

DAMC/Transaction and all other charges are collected upfront.

 $\fbox{\bf Preschedule} and the annual Maintenance Charges are levied in advance for a period of one year at the beginning of the billing cycle. The the transmission of the second se$ 

**BOs** are requested to maintain sufficient credit balance in Demataccountinor der to avoid non execution of delivery instruction slip(s) (DIS)/any other instruction (s)

**BO**s shall always maintain Rs. 500/-credit balance in the account for availing Electronic access to securities information & Execution of Secured transactions (easiest) facility.

 $\blacksquare SS reserves the right to change the rates from time to time by giving one month notice$ 

 $\ensuremath{\mathsf{I}}\xspace$  We agree to the above terms and conditions.



ISS ENTERPRISE LIMITED Corporate Office: 6th Floor, 601, Dakshna Building, Next to Raigad Bhavan, Sector 11, CBD Belapur, Navi Mumbai - 400614. PH: 022-61829500/518/519/551 Registered Office: International Infotech Park, Tower No. 7, 5th Floor, Sector 30, Vashi, Navi Mumbai -400703. Investor Grievance e-mail : ig@iseindia.com

#### Terms And Conditions - cum- Registration / Modification Form for receiving SMS Alerts from CDSL

#### [SMS Alerts will be sent by CDSL to BOs for all debits]

#### Definitions:

In these Terms and Conditions the terms shall have following meaning unless indicated otherwise:

- 1. "Depository" means Central Depository Services (India) Limited a company incorporated in India under the Companies Act 1956 and having its registered office at 17th Floor, P.J. Towers, Dalal Street, Fort, Mumbai 400001 and all its branch offices and includes its successors and assigns.
- 2. 'DP' means Depository Participant of CDSL. The term covers all types of DPs who are allowed to open demat accounts for investors.
- 3. 'BO' means an entity that has opened a demat account with the depository. The term covers all types of demat accounts, which can be opened with a depository as specified by the depository from time to time.
- 4. SMS means "Short Messaging Service"
- 5. "Alerts" means a customized SMS sent to the BO over the said mobile phone number.
- 6. "Service Provider" means a cellular service provider(s) with whom the depository has entered / will be entering into an arrangement for providing the SMS alerts to the BO.
- 7. "Service" means the service of providing SMS alerts to the BO on best effort basis as per these terms and conditions.

#### Availability:

- 1. The service will be provided to the BO at his / her request and at the discretion of the depository. The service will be available to those accountholders who have provided their mobile numbers to the depository through their DP. The services may be discontinued for a specific period / indefinite period, with or without issuing any prior notice for the purpose of security reasons or system maintenance or for such other reasons as may be warranted. The depository may also discontinue the service at any time without giving prior notice for any reason whatsoever.
- 2. The service is currently available to the BOs who are residing in India.
- 3. The alerts will be provided to the BOs only if they remain within the range of the service provider's service area or within the range forming part of the roaming network of the service provider.
- 4. In case of joint accounts and non-individual accounts the service will be available, only to one mobile number i.e. to the mobile number as submitted at the time of registration / modification.
- 5. The BO is responsible for promptly intimating to the depository in the prescribed manner any change in mobile number, or loss of handset, on which the BO wants to receive the alerts from the depository. In case of change in mobile number not intimated to the depository, the SMS alerts will continue to be sent to the last registered mobile phone number. The BO agrees to indemnify the depository for any loss or damage suffered by it on account of SMS alerts sent on such mobile number.

#### **Receiving Alerts:**

- 1. The depository shall send the alerts to the mobile phone number provided by the BO while registering for the service or to any such number replaced and informed by the BO from time to time. Upon such registration / change, the depository shall make every effort to update the change in mobile number within a reasonable period of time. The depository shall not be responsible for any event of delay or loss of message in this regard.
- 2. The BO acknowledges that the alerts will be received only if the mobile phone is in 'ON' and in a mode to receive the SMS. If the mobile phone is in 'Off' mode i.e. unable to receive the alerts then the BO may not get / get after delay any alerts sent during such period.
- 3. The BO also acknowledges that the readability, accuracy and timeliness of providing the service depend on many factors including the infrastructure, connectivity of the service provider. The depository shall not be responsible for any non-delivery, delayed delivery or distortion of the alert in any way whatsoever.
- 4. The BO further acknowledges that the service provided to him is an additional facility provided for his convenience and is susceptible to error, omission and/ or inaccuracy. In case the BO observes any error in the information provided in the alert, the BO shall inform the depository and/ or the DP immediately in writing and the depository will make best possible efforts to rectify the error as early as possible. The BO shall not hold the depository liable for any loss, damages, etc. that may be incurred/suffered by the BO on account of opting to avail SMS alerts facility.
- The BO authorizes the depository to send any message such as promotional, greeting or any other message that the depository may consider appropriate, to the BO. The BO agrees to an ongoing confirmation for use of name, email address and mobile number for marketing offers between CDSL and any other entity.
- 6. The BO agrees to inform the depository and DP in writing of any unauthorized debit to his BO account/ unauthorized transfer of securities from his BO account, immediately, which may come to his knowledge on receiving SMS alerts. The BO may send an email to CDSL at complaints@cdslindia.com. The BO is advised not to inform the service provider about any such unauthorized debit to/ transfer of securities from his BO account by sending a SMS back to the service provider as there is no reverse communication between the service provider and the depository.
- 7. The information sent as an alert on the mobile phone number shall be deemed to have been received by the BO and the depository shall not be under any obligation to confirm the authenticity of the person(s) receiving the alert.
- 8. The depository will make best efforts to provide the service. The BO cannot hold the depository liable for non-availability of the service in any manner whatsoever.

9. If the BO finds that the information such as mobile number etc., has been changed with out proper authorization, the BO should immediately inform the DP in writing.

#### Fees:

Depository reserves the right to charge such fees from time to time as it deems fit for providing this service to the BO.

#### Disclaimer:

The depository shall make reasonable efforts to ensure that the BO's personal information is kept confidential. The depository does not warranty the confidentiality or security of the SMS alerts transmitted through a service provider. Further, the depository makes no warranty or representation of any kind in relation to the system and the network or their function or their performance or for any loss or damage whenever and howsoever suffered or incurred by the BO or by any person resulting from or in connection with availing of SMS alerts facility. The Depository gives no warranty with respect to the quality of the service provided by the service provided by the service provided by the service provided by the service provider. The Depository will not be liable for any unauthorized use or access to the information and/ or SMS alert sent on the mobile phone number of the BO or for fraudulent, duplicate or erroneous use/misuse of such information by any third person.

#### Liability and Indemnity:

The Depository shall not be liable for any breach of confidentiality by the service provider or by any third person due to unauthorized access to the information meant for the BO. In consideration of the depository providing the service, the BO agrees to indemnify and keep safe, harmless and indemnified the depository and its officials from any damages, claims, demands, proceedings, loss, cost, charges and expenses whatsoever which a depository may at any time incur, sustain, suffer or be put to as a consequence of or arising out of interference with or misuse, improper or fraudulent use of the service by the BO.

#### Amendments:

The depository may amend the terms and conditions at any time with or without giving any prior notice to the BOs. Any such amendments shall be binding on the BOs who are already registered as user of this service.

#### Governing Law and Jurisdiction:

Providing the Service as outlined above shall be governed by the laws of India and will be subject to the exclusive jurisdiction of the courts in Mumbai. I/We wish to avail the SMS Alerts facility provided by the depository on my/our mobile number provided in the registration form subject to the terms and conditions mentioned below. I/ We consent to CDSL providing to the service provider such information pertaining to account/transactions in my/our account as is necessary for the purposes of generating SMS Alerts by service provider, to be sent to the said mobile number.

I/We have read and understood the terms and conditions mentioned above and agree to abide by them and any amendments thereto made by the depository from time to time. I/ we further undertake to pay fee/ charges as may be levied by the depository from time to time.

I/We further understand that the SMS alerts would be sent for a maximum four ISINs at a time. If more than four debits take place, the BOs would be required to take up the matter with their DP.

I/We am/ are aware that mere acceptance of the registration form does not imply in any way that the request has been accepted by the depository for providing the service.

I/We provide the following information for the purpose of **REGISTRATION** / MODIFICATION (Please cancel out what is not applicable).

BOID	1	3	0	2	3	4	0	0									
Sole / First Holder's Name	:		(Please	e write y	your 8	digit DP	ID)				(Pleas	se write	your 8	digit C	lient ID)	)	
Second Holder's Name	:												_				
Third Holder's Name	:												_				
messages are to be sent	+9	91		(P	lease w	vrite onl	y the n	nobile n	umber	without	: prefixi	ng cour	ntry coo	le or ze	ro)		
The mobile number is registere	d in the	name o	of:														
Email ID:																	
(Please w	rite only	/ ONE v	valid em	nail ID c	on whic	h comm	iunicat	ion; if a	ny, is to	be ser	nt)						
Signatures Sole ,	′ First H	older						Second	holder			-		Thi	rd Holde	er	
Place:												I	Date:				_

# Rights and Obligations of Beneficial Owner and Depository Participant as prescribed by SEBI and Depositories

#### General Clause

- The Beneficial Owner and the Depository participant (DP) shall be bound by the provisions of the Depositories Act, 1996, SEBI (Depositories and Participants) Regulations, 1996, Rules and Regulations of Securities and Exchange Board of India (SEBI), Circulars/Notifications/Guidelines issued there under, Bye Laws and Business Rules/Operating Instructions issued by the Depositories and relevant notifications of Government Authorities as may be in force from time to time.
- 2. The DP shall open/activate demat account of a beneficial owner in the depository system only after receipt of complete Account opening form, KYC and supporting documents as specified by SEBI from time to time.

#### **Beneficial Owner information**

- 3. The DP shall maintain all the details of the beneficial owner(s) as mentioned in the account opening form, supporting documents submitted by them and/or any other information pertaining to the beneficial owner confidentially and shall not disclose the same to any person except as required by any statutory, legal or regulatory authority in this regard.
- 4. The Beneficial Owner shall immediately notify the DP in writing, if there is any change in details provided in the account opening form as submitted to the DP at the time of opening the demat account or furnished to the DP from time to time.

#### Fees/Charges/Tariff

- 5. The Beneficial Owner shall pay such charges to the DP for the purpose of holding and transfer of securities in dematerialized form and for availing depository services as may be agreed to from time to time between the DP and the Beneficial Owner as set out in the Tariff Sheet provided by the DP. It may be informed to the Beneficial Owner that "no charges are payable for opening of demat accounts"
- 6. In case of Basic Services Demat Accounts, the DP shall adhere to the charge structure as laid down under the relevant SEBI and/or Depository circulars/directions/notifications issued from time to time.
- 7. The DP shall not increase any charges/tariff agreed upon unless it has given a notice in writing of not less than thirty days to the Beneficial Owner regarding the same.

#### Dematerialization

8. The Beneficial Owner shall have the right to get the securities, which have been admitted on the Depositories, dematerialized in the form and manner laid down under the Bye Laws, Business Rules and Operating Instructions of the depositories.

#### Separate Accounts

- 9. The DP shall open separate accounts in the name of each of the beneficial owners and securities of each beneficial owner shall be segregated and shall not be mixed up with the securities of other beneficial owners and/or DP's own securities held in dematerialized form.
- 10. The DP shall not facilitate the Beneficial Owner to create or permit any pledge and /or hypothecation or any other interest or encumbrance over all or any of such securities submitted for dematerialization and/or held in demat account except in the form and manner prescribed in the Depositories Act, 1996, SEBI (Depositories and Participants) Regulations, 1996 and Bye-Laws/Operating Instructions/Business Rules of the Depositories.

#### Transfer of Securities

- 11. The DP shall effect transfer to and from the demat accounts of the Beneficial Owner only on the basis of an order, instruction, direction or mandate duly authorized by the Beneficial Owner and the DP shall maintain the original documents and the audit trail of such authorizations.
- 12. The Beneficial Owner reserves the right to give standing instructions with regard to the crediting of securities in his demat account and the DP shall act according to such instructions.

#### Statement of account

- 13. The DP shall provide statements of accounts to the beneficial owner in such form and manner and at such time as agreed with the Beneficial Owner and as specified by SEBI/depository in this regard.
- 14. However, if there is no transaction in the demat account, or if the balance has become Nil during the year, the DP shall send one physical statement of holding annually to such BOs and shall resume sending the transaction statement as and when there is a transaction in the account.
- 15. The DP may provide the services of issuing the statement of demat accounts in an electronic mode if the Beneficial Owner so desires. The DP will furnish to the Beneficial Owner the statement of demat accounts under its digital signature, as governed under the Information Technology Act, 2000. However if the DP does not have the facility of providing the statement of demat account in the electronic mode, then the Participant shall be obliged to forward the statement of demat accounts in physical form.
- 16. In case of Basic Services Demat Accounts, the DP shall send the transaction statements as mandated by SEBI and/or Depository from time to time.

#### Manner of Closure of Demat account

- 17. The DP shall have the right to close the demat account of the Beneficial Owner, for any reasons whatsoever, provided the DP has given a notice in writing of not less than thirty days to the Beneficial Owner as well as to the Depository. Similarly, the Beneficial Owner shall have the right to close his/her demat account held with the DP provided no charges are payable by him/her to the DP. In such an event, the Beneficial Owner shall specify whether the balances in their demat account should be transferred to another demat account of the Beneficial Owner held with another DP or to rematerialize the security balances held.
- 18. Based on the instructions of the Beneficial Owner, the DP shall initiate the procedure for transferring such security balances or rematerialize such security balances within a period of thirty days as per procedure specified from time to time by the depository. Provided further, closure of demat account shall not affect the rights, liabilities and obligations of either the Beneficial Owner or the DP and shall continue to bind the parties to their satisfactory completion.

#### Default in payment of charges

- 19. In event of Beneficial Owner committing a default in the payment of any amount provided in Clause 5 & 6 within a period of thirty days from the date of demand, without prejudice to the right of the DP to close the demat account of the Beneficial Owner, the DP may charge interest at a rate as specified by the Depository from time to time for the period of such default.
- 20. In case the Beneficial Owner has failed to make the payment of any of the amounts as provided in Clause 5&6 specified above, the DP after giving two days notice to the Beneficial Owner shall have the right to stop processing of instructions of the Beneficial Owner till such time he makes the payment along with interest, if any.

#### Liability of the Depository

- 21. As per Section 16 of Depositories Act, 1996,
  - 1. Without prejudice to the provisions of any other law for the time being in force, any loss caused to the beneficial owner due to the negligence of the depository or the participant, the depository shall indemnify such beneficial owner.
  - 2. Where the loss due to the negligence of the participant under Clause (1) above, is indemnified by the depository, the depository shall have the right to recover the same from such participant.

#### Freezing/Defreezing of accounts

- 22. The Beneficial Owner may exercise the right to freeze/defreeze his/her demat account maintained with the DP in accordance with the procedure and subject to the restrictions laid down under the Bye Laws and Business Rules/Operating Instructions.
- 23. The DP or the Depository shall have the right to freeze/defreeze the accounts of the Beneficial Owners on receipt of instructions received from any regulator or court or any statutory authority.

#### Redressal of Investor grievance

24. The DP shall redress all grievances of the Beneficial Owner against the DP within a period of thirty days from the date of receipt of the complaint.

#### Authorized representative

25. If the Beneficial Owner is a body corporate or a legal entity, it shall, along with the account opening form, furnish to the DP, a list of officials authorized by it, who shall represent and interact on its behalf with the Participant. Any change in such list including additions, deletions or alterations thereto shall be forthwith communicated to the Participant.

#### Law and Jurisdiction

- 26. In addition to the specific rights set out in this document, the DP and the Beneficial owner shall be entitled to exercise any other rights which the DP or the Beneficial Owner may have under the Rules, Bye Laws and Regulations of the respective Depository in which the demat account is opened and circulars/notices issued there under or Rules and Regulations of SEBI.
- 27. The provisions of this document shall always be subject to Government notification, any rules, regulations, guidelines and circulars/notices issued by SEBI and Rules, Regulations and Bye-laws of the relevant Depository, where the Beneficial Owner maintains his/her account, that may be in force from time to time.
- 28. The Beneficial Owner and the DP shall abide by the arbitration and conciliation procedure prescribed under the Bye-laws of the depository and that such procedure shall be applicable to any disputes between the DP and the Beneficial Owner.
- 29. Words and expressions which are used in this document but which are not defined herein shall unless the context otherwise requires, have the same meanings as assigned thereto in the Rules, Bye-laws and Regulations and circulars/notices issued there under by the depository and /or SEBI
- 30. Any changes in the rights and obligations which are specified by SEBI/Depositories shall also be brought to the notice of the clients at once.
- 31. If the rights and obligations of the parties hereto are altered by virtue of change in Rules and regulations of SEBI or Bye-laws, Rules and Regulations of the relevant Depository, where the Beneficial Owner maintains his/her account, such changes shall be deemed to have been incorporated herein in modification of the rights and obligations of the parties mentioned in this document.