



Attention Investors

Upfront Margin Applicability :

1. Stock Brokers can accept securities as margin from clients only by way of pledge in the depository system w.e.f. September 1, 2020.
2. Update your mobile number & email Id with your stock broker/depository participant and receive OTP directly from depository on your email id and/or mobile number to create pledge.
3. Pay 20% upfront margin of the transaction value to trade in cash market segment.
4. Investors may please refer to the Exchange's Frequently Asked Questions (FAQs) issued vide notice no. 20200731-7 dated July 31, 2020 and 20200831-45 dated August 31, 2020 and other guidelines issued from time to time in this regard.'

Scores:

Filing Complaints on SCORES- Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES:
 - I. Name, PAN, Address, Mobile Number, Email ID
- c. Benefits:
 - I, Effective Communication
 - ii. Speedy redressal of the grievances"

W2W Inactive (Dormant) & Activation of Client Policy:

Exchanges has issued guidelines for marking client as inactive (dormant) via circular Download Ref No: NSE/INSP/43488 dated February 10, 2020. Accordingly following is the policy of inactive (Dormant) in W2W.

Dormant (Inactive) Client Account:

A Trading account, irrespective whether having debit or credit balance shall be treated as dormant account and will be deactivated* if there are no trade transactions done by the customer across all the exchanges for a period of 12 months.

Activation of dormant account:

Within 12 months being marked as inactive: After any account has been classified as dormant account, it can be re-activated per client written / Email request from his registered mail id subject to KRA & CERSAI compliance. Such request can be accepted only if the client is requesting within 1 year after being marked as dormant.

After 12 months or 2 years after the last trade trading date by client: we are required to undertake fresh documentation, due diligence and IPV where a client is coming for reactivation after a period of 1 year of being flagged as inactive (Dormant) i.e. after 2 years from their last trading date.

W2W may levy re-activation charge for the same. However, the formal application as well as reactivation charge may be waived by Compliance Officer / Sales Head / Director on case-to-case basis.

The above stated policy may vary depending on various rules, regulations and bye laws as may be prescribed by SEBI, exchanges or any other authority or as per Internal policy of company from time to time.

***Deactivation Communication on clients being marked as dormant will be shared to respective branches/RM/AP one month prior of marking as dormant.**

BSE Circular No: 20210928-53

NSE Download Ref No: NSE/INSP/43488