

## Procedure for KYC and Account Opening

Accounts needed to  
trade in securities  
market

### **Trading Account**

- With SEBI registered stock broker (Trading Member/TM)
- To buy/sell securities

- A new investor has to register with a Stock Broker through whom the trades are executed on the Exchange.
- The investor needs to fill two forms for Opening of Trading :
  1. **Know Your Client (KYC) Form**: To provide basic information of the new investor.
  2. **Account Opening Form**: Documents requirements for Trading Account:
- **Documents to open Trading account:**

#### **PROOF OF IDENTITY – Any one**

- Permanent Account Number
- Voter ID Card
- Driving License
- Passport
- Aadhaar Card
- Any other valid identity card issued by Central or State Government

**PROOF OF ADDRESS – Any one**

- Voter ID Card
- Driving License
- Passport - Ration Card
- Aadhaar Card
- Narega Card

➤ PAN Card: **Mandatory Document**

**Proof of Income (for investors who chose to trade in Derivatives – F&O) –**

- Bank account statement for last 6 months
- Latest Salary Slips/ Form 16 in case of salaried person
- Copy of ITR Acknowledgement
- Copy of Net-worth Certificate issued by a Chartered Accountant
- Statement of Demat holdings

**Proof of Bank Account (any one) –**

- Cancelled Cheque (with name of investor above sign here section)
- Bank Passbook {with Indian Financial System Code (IFSC)} containing 2 months old transactions.

Identity & Address proof must be self-attested and also provide original for verification.

## **Documents in Account Opening Forms - Trading Account**

- **Account Opening Form has two type of documents:**

### **MANDATORY DOCUMENTS**

- Rights & Obligations of Stock Broker and Investor.
- Uniform Risk Disclosure Documents.
- Do's and Don'ts for trading on Exchanges.
- Policies and Procedures of Stock Broker.

### **VOLUNTARY DOCUMENTS\*\***

- Running Account Authorization.
- Electronic Contract Note (ECN) Declaration.
- Consent for electronic communication and receiving alerts (Email/ SMS).

\*\* (to be submitted only if investor is availing of additional services)

### **In-Person Verification (IPV)**

- Compulsory for opening trading account.
- It can be done through physical verification/ online verification using webcam at the Stock Broker's office.

## Step by step procedures for filing a complaint on designated email id, and finding out the status of the complaint

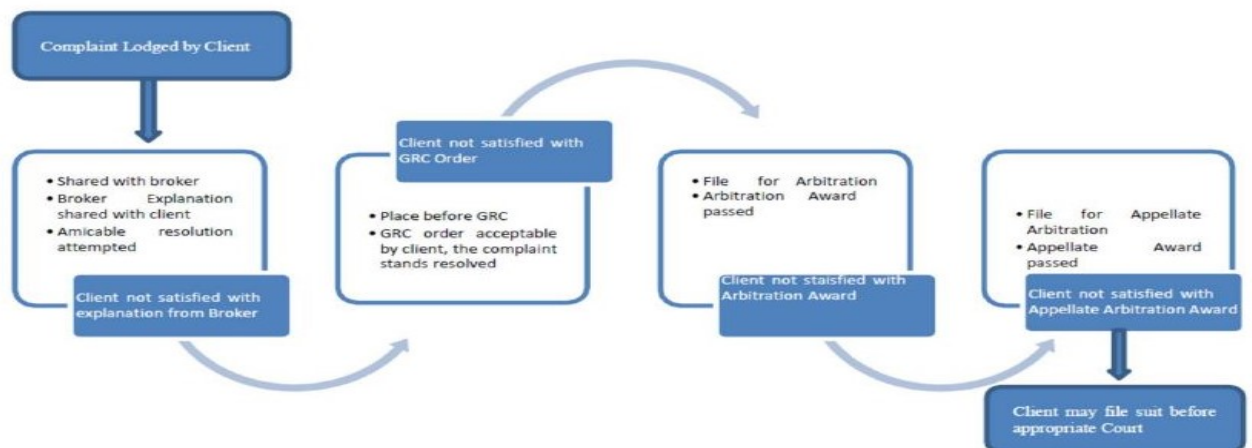
**Investor Grievance e-mail ID:** [pfil\\_complianceoff@yahoo.co.in](mailto:pfil_complianceoff@yahoo.co.in)

### Procedures for filing a complaint:

**Level 1:** Approach us at designated email ID: [pfil\\_complianceoff@yahoo.co.in](mailto:pfil_complianceoff@yahoo.co.in) We shall strive to redress the complaint (grievance) immediately, but not later than 30 days of the receipt of the complaint (grievance).

**Lever2:** Approach the Stock Exchange using the complaint(grievance) mechanism mentioned at the website of the respective Exchange.

**Following is the Flow Chart for Complaint Resolution Process:**



**Level 3** – The complaint not redressed at Stock Broker and Stock Exchanges level, may be lodged with SEBI on SCORES (a web based centralized grievance redressal system of SEBI) @ <https://scores.gov.in/scores/Welcome.html>

**Level 4** –If the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal (<https://smartodr.in>).