

DOS AND DON'TS FOR THE INVESTORS

NSDL

Few of the initiatives including Dos and Don'ts for the investors are as follows:

1) NSDL SPEED-e Mobile APP:

To track, view the holdings of demat account details with value, investors can download NSDLSPEED-e Mobile App, which is available for download at Google Play and App Store.



To download the app from Google play store, the QR code is as follows :



To download the app from Apple Store, the QR code is as follows:

2) eServices (SPEED-e):

To submit instructions online (*market and off-market*), investor can register for SPEED-e facility (<https://eservices.nsdl.com>). Investors submit MF redemption and confirm off-market instructions as well on SPEED-e facility. Further, in case of e-Token User of SPEED-e facility, investor can freeze their demat accounts.

3) eServices (IDeAS):

IDeAS facilitates viewing of holdings in the demat account with value including transactions. Further, IDeAS also provide certain value added services viz., view and download of NSDL- CAS, e-Voting and download of Form 26 AS.

4) NSDL SMS Facility

NSDL provides SMS Alert facility for demat account holders whereby they can receive SMSalerts directly from NSDL for following:

- a) All Debit Transfers
- b) Credits for IPO, sub-division and bonus
- c) Failed instructions
- d) Overdue instructions
- e) Change of mobile number
- f) Change of address
- g) Debit of Mutual Fund units
- h) Invocation of pledged securities
- i) Registration and De-registration of Power of Attorney
- j) Modification / Cancellation of nominee name
- k) Initiation/Confirmation of pledge instructions
- l) Mutual fund redemption request submission by client and acceptance/rejection of the same by RTA.
- m) SMS Alerts to Clients for Blocking/Debit of shares in Demat account in respect of Tender Offer instruction.

Investors are requested to register for NSDL's SMS alert facility to ensure to track their Demat accounts

5) Online update of email / income range:

To update email ID and income range in the demat account, investors can visit the weblink <https://eservices.nsdl.com/kyc-attributes/#/login>

6) Registering for eCAS

Investors can register to receive NSDL-CAS in electronic form by registering at NSDL micro site:- - <https://nsdlcas.nsdl.com>

Further, Investors are requested to note the Dos and Don'ts while operating their demat accounts:

- 1) Always deal with a SEBI registered Depository Participant for opening a demat account. Read all the documents carefully before signing them.
 - 2) Register / update your email ID and mobile number in your demat account to regularly receive alerts from NSDL.
 - 3) Do not share the OTP or password with anyone as these are meant exclusively for you.
 - 4) Do not download unknown Apps on your phone / device. The unknown app may access your confidential data.
 - 5) Ensure to register the password of online platforms in a unique form. Please ensure that the password is complex and strong. Further, please ensure to change the password at regular intervals.
 - 6) Before granting Power of attorney to operate your demat account to an intermediary like Stock Broker, Portfolio Management Services (PMS) etc., carefully examine the scope and implications of powers being granted.
 - 7) Regularly monitor your NSDL-CAS statement received from NSDL through electronic or physical mode.
 - 8) In case you change any details in your demat account viz., address, bank details, mobile number or email ID etc, please ensure to receive Client Master List / Confirmation of updation from your Participant.
 - 9) Please ensure to monitor the alert viz., SMS / email received from NSDL with respect to debits or changes in the demographic details.
 - 10) Please ensure safe keeping of Delivery Instructions Slips.
 - 11) Please ensure to nominate in your demat account.
 - 12) For Investor Complaint/ Grievances, investors can contact at
 - a. SCORES (a web based centralized grievance redressal system of SEBI) <https://www.scores.gov.in/scores/Welcome.html>]
 - b. At NSDL <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>
 - c. Emails to designated email IDs of Depository
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CDSL

Following are the simple Dos and Don'ts and best practices to be followed by the investors to protect themselves from fraudulent practices.

- To register for CDSL's internet based facility 'easi' to monitor your demat account yourself: Login to <https://web.cdslindia.com/myeasinew/Registration/EasiRegistration>
- Register for CDSL's SMS Alert facility - SMART and obtain alerts for any debits in your demat account.
- CDSL sends alerts to investors on their registered mobile number through SMS and e-mail for any modification done in their master details, debit in demat account, pledge creation, change in nominee etc.
- Pay attention to SMS's and emails regularly sent by CDSL. If you receive an SMS for a transaction not executed by you, inform your DP/CDSL immediately.
- Inform your DP of any change in your Personal Information (for example address or Bank Account details, email ID, Mobile number) linked to your demat account in the prescribed format and obtain confirmation of updation in system.
- Protect your login details and do not share login credentials with anyone. Password should be unique. Keep strong and complex passwords and change the password at regular intervals.
- Do not share One Time Password (OTP) received from your DP/ CDSL. These are meant to be used by you only.
- Do not share login credentials of e-facilities provided by CDSL such as e-DIS, easiest etc. with anyone else.
- Do not download any unknown application on your phone / device. The application may access your confidential data secretly.
- Exercise the option to freeze the Demat account if not being used for long duration.
- Before granting Power of Attorney (PoA) to anyone, to operate your demat account, carefully examine the scope & implications of powers being granted.
- Ensure that, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions.
- Check your demat account statement on receipt. In case you notice any unauthorized debits or credits, contact your DP for clarification. If not resolved, you may lodge your complaint by visiting www.cdslindia.com > Post Your Grievances (<https://www.cdslindia.com/Footer/grievances.aspx>).