FREQUENTLY ASKED QUESTION (FAQs) ON SPEED-e

Q. 1 What is SPEED-e ?

SPEED-e is a common Internet Infrastructure that enables the Depository Participants (Participants) to provide depository services to their clients. Demat account holders (including Clearing Members) subscribing to this facility can submit delivery instructions to their DP's through *SPEED-e* website https://eservices.nsdl.com, instead of submitting delivery instruction slips (in paper form) to their DP's. The users of ***SPEED-e*** can also check latest balances and transactions in their demat accounts through a facility called **Internet-based Demat Account Statement (IDeAS)** and monitor the status of execution of instructions.

Q. 2 Who can avail of SPEED-e?

SPEED-e can be availed of by any demat account holder provided it's DP has registered with NSDL for this purpose.

Q. 3 If I want to avail of SPEED-e services, how do I enroll / register for it?

If you wish to avail of this facility, you have the option of password based or smart card based access to ***SPEED-e***. For password based access, you should fill up an online registration form by choosing your own 'User-Id' and 'Password' and then submit the duly filled-in registration form in person to your DP and sign an agreement with the DP. The DP will authorise your request and thereafter you can start using ***SPEED-e*** with the User-Id and password. For smart card based access, you should fill up the '***SPEED-e*** Application form' available on the SPEED-e website and then submit the duly filled-in form to your DP. After you sign an agreement with the DP, your DP will register you as a smart card user by assigning a User-Id and help you procure a Smart Card Kit, Digital Signature Certificate (DSC) and Personal Identification Number (PIN). Install the Smart Card Kit on to the computer and with the User-Id, DSC and PIN, you can start using ***SPEED-e.***

Q. 5 What is the difference between Smart card based access and Password based access to SPEED-e?

In password based operation, the access is given on the basis of "What you know (User-Id & Password)". The User-Id should be 'Alphanumeric' with minimum of three and maximum eight characters. The password also has to be 'Alphanumeric' with a minimum of eight and maximum of sixteen characters.

In smart card based operation, the access is given on the basis of "What you have" (smart card) and "What you know" (the PIN). The smart card based operation affixes digital signature to the transactions which is non-repudiable and authenticates that only the person possessing the smart card and knowing the PIN has submitted the instruction.

Q. 6 What are the benefits of using a Smart Card ?

- Smart card users can transfer securities to any account unlike password users where transfer of securities is permitted only upto three Pre-notified Clearing Member (broker) accounts. Single smart card can be used to access all your demat accounts opened with the same DP.

- Facility of Multiple Authorisation.

- Freeze / unfreeze of account(s) / ISIN(s) and / or specific quantity of securities under an ISIN (for Smart Card Clients only)

Q. 7 What is meant by Pre-Notified Clearing Member accounts? Should this Pre-notified Clearing Member also be a member of SPEED-e?

The password users using ***SPEED-e*** can only deliver securities in favour of Clearing Members (Brokers). At the time of registration, the user must notify the details of Clearing Members (upto a maximum of three) in whose favour the credit can be effected. These Clearing Member accounts are referred to as Pre- Notified Clearing Member accounts. *It is not necessary that the Pre-notified Clearing Member should also be a member of* ***SPEED-e***.

Q. 8 How does SPEED-e work?

SPEED-e is an Internet website that receives the delivery instructions from the registered users. These instructions are downloaded by the DPs, in batches, from the ***SPEED-e*** website for execution in the DP's depository system. The status of execution of instructions is updated on ***SPEED-e*** website. The information regarding balances and transactions in demat accounts is available to the subscribers of ***IDeAS***. Thus, you can check balances in your account, submit delivery instructions to your DP and verify the status of execution of those instructions.

Q. 9 What are the benefits of SPEED-e?

The most important benefit of ***SPEED-e*** is the convenience of submitting delivery instructions. You can access the ***SPEED-e*** website from anywhere in the world at any point of time, check balances in your account, submit the instructions and track its status. ***SPEED-e*** eliminates the requirement of having to give the delivery instructions in paper form. Further, if you are a smart card user, you get an added benefit of freezing account(s) / ISIN(s) and / or specific quantity of securities under an ISIN through ***SPEED-e*** which cannot be unfrozen even by your DP.

Q. 10 Can I also view my account on SPEED-e?

Yes. Through **IDeAS** Clients as well as brokers can view details of transactions and balances in their accounts. The Brokers can also download this information to update their back-offices.

Q. 11 Who can avail of IDeAS?

IDeAS can be availed of by any demat account holder including Clearing Members) who have opened an account with any of the Participants under NSDL system. You can avail ***IDeAS*** as a Password or as a Smart Card user.

Q. 12 As a SPEED-e user, how do I register for IDeAS?

Existing ***SPEED-e*** users (i.e. both Password and Smart Card users) can click on the "Change Service" link and choose **IDeAS**. DP will authorise your request and thereat fter you will be able to access ***IDeAS*** with the same User-Id and password/PIN as the case may be.

To register as a password user, Client should fill-up an online registration request for **IDeAS** at ***SPEED-e*** website, choose its own User-Id & password and submit duly signed print-out of the form to the DP. Based on the online request and the form submitted by the , DP authorises the request and thereafter with the User-Id and password, a Client can start using **IDeAS**. In case you want to register as a smart card user, download the 'Application form for **IDeAS**' for Smart Card Users from ***SPEED-e*** website or obtain it directly from your DP. Fill-up all particulars and submit the form to your DP who will

assign a User-Id and help you procure a Smart Card Kit, DSC and PIN. Install the Smart Card Kit on to the computer and with the User-Id, DSC and PIN, you can start using **IDeAS**.

Q. 13 If I am not a SPEED-e user, as a Client how do I register for IDeAS?
Q. 14 As a broker, how do I register for IDeAS?

To register as a password user, you should fill-up the Application form and Terms & Conditions for Clearing Members for ***IDeAS*** available on ***SPEED-e*** website (https://eservices.nsdl.com)and send it to NSDL after obtaining DP's attestation alongwith the ***IDeAS*** Annual Fee. NSDL will provide the User-Id and Password after which broker can start using this facility.
In case you wish to register as a smart card user, you should fill up the application form for ***IDeAS*** and obtain DP's attestation. Contact NSDL for procuring smart card kit and submit the form alongwith the smart card to NSDL. NSDL will assign User-Id and issue DSC & PIN. After installing the smart card kit, with the User-Id, DSC and PIN, you can start using ***IDeAS***.

Q. 15 What are the features available to Brokers?

Brokers will be able to view the latest balances and transactions in their pool accounts in respect of settlements for the current pay-in date, previous four and next four pay-in days. The other salient features are:

Holding Statement:

A broker can view all its delivery instructions for a particular market type and settlement number which have been settled. These instructions can be viewed separately in the "Holding Statement".

Overdue Statement:

This feature enables the broker to view all its delivery instructions for a particular market type and settlement number, which are in 'Overdue' status. After the overdue instructions are settled, they can be viewed in the "Holding Statement".

Transaction File Download:

This feature allows brokers to download settlement related instructions (debit/credit) executed by their DPs across various market types and settlement numbers for a given transaction date. The data is for transactions relating to settlements for the current pay-in date, previous four and next four pay-in days. The date-wise download can be obtained in a 'plain text tab delimited format' and can be used for further processing in the back-office system.

ISIN Master Download:

This feature enables brokers to keep the back-office systems updated with the details of ISINs in NSDL system. ISIN master gives details of all ISINs along with ISIN code, ISIN description and their current status.

Q. 16 What are the features for Clients?

Clients can view latest balances along with the value based on the previous day closing price in their demat account. Client can view transactions that have taken place in their demat accounts during the last 30 days.

Clients can download month-wise statement of transaction for the previous months (maximum 12 months) bearing NSDL's digital signature, which can be verified by using a Signature Verification Utility. The said signature verification utility and detailed procedure regarding installation of Signature Verification Utility is available for download at https://eservices.nsdl.com (i.e. Click the hyperlink download under New Users / ***IDeAS***).

Q. 17 Once I subscribe to IDeAS, does it mean that my DP will stop sending me the transaction statements?

Yes. SEBI has permitted the DPs to discontinue providing physical transaction statements to their Clients provided the Client subscribes to ***IDeAS***. However, your DP will send a consolidated transaction statement, in physical form, for the entire financial year and the same shall be sent to you before 15th of May every year.

Q. 18 How frequently IDeAS is updated to reflect the balances and transactions in demat accounts?

The balances and transactions on **IDeAS** are updated on an online but not real time basis. However, due to some technical reasons, the information may have been updated till the last half an hour. Users must check the latest position with their DPs.

Q. 19 What is the minimum computer configuration required for accessing SPEED-e?

If you are a password user, all you need is a computer with 32 MB RAM and Windows 95 / 98 / NT having either Microsoft Internet Explorer 5.5 or above or Netscape Navigator 4.7 with an Internet connection.

If you are a smart card user, you need to procure a smart card reader and a smart card with help from your DP. The computer configuration must be 64 MB RAM and Windows 98/NT having Microsoft Internet Explorer 5.5 or above with 128 bit encryption, with an Internet connection.

Q. 20 Once I subscribe to SPEED-e, does it mean that my DP will stop accepting paper based instructions?

No. You can submit paper instructions to your DP. However, if you have given instructions through ***SPEED-e***, you are not required to submit paper instructions to your DP.

Q. 21 Can a Power of Attorney holder (POA) operate my demat account through SPEED-e,

Yes. A POA can operate your demat account through ***SPEED-e***. But, for subscribing to ***SPEED-e***, the original account holder(s) must sign the agreement and the application form.

Q. 22 If I have several Demat Accounts, can I operate all these accounts through SPEED-e?

Yes. You can operate all your demat accounts through ***SPEED-e*** provided your DP has joined ***SPEED-e*** and you have registered each of your account separately with distinct User-Ids (applicable for both password and smart card based users). In case you are a smart card user, you can use the same smart card to operate all your demat accounts.

Q. 23 Can I convert from password based access to smart-card based access?

Yes. First you will have to discontinue the password based access by following the steps mentioned in *Answer to Q.50*. and then apply for smart card based access as mentioned in *Answer to Q 4* .

Q. 24 How does one give instructions from a jointly held demat account through SPEED-e?

For password based operation, only one user can operate the account. Joint Holders will have to give a *POA* to one among themselves .For smart card based operation, besides what is stated above, all the joint holders can operate the account independently or jointly using *Multiple Authorisation* facility.

Q. 25 What are the steps involved in submitting an instruction using a smart card?

The following are the steps involved in submitting an instruction using a smart card.

Login to ***SPEED-e*** website using the User-Id.
Select the certificate from the Browser.
Input the PIN on the smart card reader.
Submit the Delivery Instruction
Confirm the Instruction and repeat steps (b) and (c) again, to digitally authorise the instruction.

Q. 26 What should I do if I forget my User-Id?

If you are a Client using ***SPEED-e*/IDeAS** as a password user and forget your User-Id, you cannot access ***SPEED-e*/IDeAS**. Approach your DP for revocation of your present User-Id by quoting your Client Id. After revoking your User-Id, you will be required to re-register on ***SPEED-e/* IDeAS**. If you are a Client/Clearing Member using ***SPEED-e*** as a smart card user, please contact your DP which will provide you the User-Id.

If you are a Clearing Member using **IDeAS** as a password or smart card user, please contact NSDL which will provide you the User-Id.

Q. 27 What should I do if I forget my Password?

If you are Client using ***SPEED-e*/IDeAS**, log-on to ***SPEED-e*** website, submit your User-Id, click on 'Forgot Password' and fill-up an online ' Password Reset Request' form by supplying the new Password, Client Id & other personal details. A print-out of this form has to be given to your DP which will then authorise the Password Reset Request.

If you are a Clearing Member using **IDeAS,** log-on to ***SPEED-e*** website, submit your User-Id, click on 'Forgot Password' and fill-up an online ' Password Reset Request' form by supplying the new Password & CM BP Id. A print-out of this form has to be given to NSDL which will then authorise the Password Reset Request.

Q. 28 Should I change my password at regular intervals?

Yes. For your own safety, you should change your password as frequently as possible by selecting the option ' Change Password'. However, if the password is not changed

for a period of sixty days, then the system prompts for the same and a new password has to be entered.

Q. 29 What is Multiple Authorisation?

Multiple Authorisation is a facility that allows multiple users of an account to digitally authorise delivery instructions while submitting the instructions through ***SPEED-e***. This facility is available only to Smart Card Users. To avail of this facility, the users must state the Number of Persons who would authorise an instruction (minimum of two and a maximum of three). Once you enable your account for multiple authorisation, instructions from that account will always require two or three users as the case may be, to digitally "authorise" the instruction using the smart card. The Users can login separately at their convenience, and "capture" or "authorise" a delivery instruction based on the functional rights assigned to them.

e.g. (a) In case of a depository account with 3 joint holders where all the three have been registered as ***SPEED-e*** users and the Number of Authorisations (NOA) can be specified as three , then all the 3 joint holders must "authorise" the instruction , to be successfully submitted through ***SPEED-e***.

(b) In case of a corporate account having 5 authorised signatories and all are registered as ***SPEED-e*** users and the number of authorisations has been specified as three, then any three out of the 5 signatories can "authorise" the instruction, to be successfully submitted through ***SPEED-e***.

Q. 30 How will the smart card based user intimate its DP about the Number of Authorisations and functional rights?

At the time of registration for smart card based access, you will have to intimate to your DP, the Number of Authorisations (NOAs) that are required to execute an instruction along with the functional rights of 'Capture' or 'Authorise', to be assigned to each user. ('Capture' right allows the user to only 'Capture' an instruction while 'Authorise' right allows the user to both 'Capture' and 'Authorise' an instruction). While intimating the functional rights to the DP, you must ensure that there are as many users with 'Authorise' rights as the NOAs.
e.g. if there are 5 authorised signatories who are registered as users and the NOA has been specified as 2 , then it must be ensured that there are at least 2 users with "Authorise" rights. The other users may have either "Capture" or "Authorise" rights.

Q. 31 If there are three authorised signatories, how does the system of 'Capture' and 'Authorise' work?

If there are three authorised signatories and the NOA has been specified as two, then there should be at least two users with "Authorise" rights and the other user may either have "Capture" or "Authorise" rights .If the NOA has been specified as three, then all three users should have "Authorise" rights, so as to successfully execute the instructions through ***SPEED-e***.

Q. 32 Can the Number of Authorisations and functional rights be modified?

Yes. The user should intimate to its DP regarding the change in the NOAs and the modifications in the functional rights of the users from 'Capture' to 'Authorise' or vice versa.

Q. 33 Is Multiple Authorisation facility available to Individual Investors also?

Yes. All users having a smart card based access to ***SPEED-e*** , can avail of this facility.

Q. 34 Is it mandatory for corporate accounts to opt for Multiple Authorisation?

No. It is not mandatory for corporate accounts to opt for this facility. They can still have one authorised signatory who would be able to both 'Capture' as well as 'Authorise' Instructions.

Q. 35 Can the authorised signatory who has the right to 'Authorise', modify the instruction captured by the authorised signatory having the right to 'Capture'?

No. An instruction once captured cannot be modified. If the person having the right to authorise finds any errors / discrepancies in the instructions already captured, he should not authorise such instructions and instructions which are not authorised will not have any effect. In such cases, the correct instruction will have to be captured and duly authorised.

Q. 36 How soon an instruction is required to be authorised after it is captured.?

The instruction should be authorised before expiry of the execution date or 15 days from the date of capture whichever is earlier. Instructions should be authorised in a timely manner so that the instructions are received by ***SPEED-e*** atleast one clear working day prior to the execution date. (e.g. if the execution date is on a Friday , the instructions must be received by ***SPEED-e*** latest by Wednesday). If the instructions are authorised late, the DP may execute the same on a best effort basis, at the risk of the concerned account holder.

Q. 37 Can the authorised signatory who has the right to 'Authorise' find out the number of instructions which are pending for authorisation?

Yes. As soon as the authorised signatory who has the right to authorise, logs on to ***SPEED-e*** using his User-Id, he would be alerted regarding the number of instructions pending for authorisation from the 'Pending Authorisation Summary ' in the opening screen.

Q. 38 Can the facility of Multiple Authorisation be disabled?

Yes. It can be disabled by intimating to the DP to put the NOA as one. All the Authorised Signatories / joint holders will have to sign the form intimating the change.

Q. 39 What is freeze/unfreeze?

Freeze is a facility available in the NSDL system, which allows the demat account holder (Beneficiary) to freeze account(s) / ISIN(s) and / or specific quantity of securities under an ISIN by giving suitable paper based instructions. Unfreeze facility is for removal of the freeze applied.

Q. 40 Can I execute freeze/unfreeze instruction through SPEED-e?

Yes. NSDL has introduced this feature on ***SPEED-e***, whereby smart card Clients can directly freeze/unfreeze their account(s) / ISIN(s) and / or specific quantity of securities under an ISIN by giving instructions through ***SPEED-e***. You can freeze your account by 'Suspending for debit' or 'Suspending for debit and credit'. Freeze request executed by you through ***SPEED-e*** cannot be unfrozen by your DP.

Q. 41 After becoming a SPEED-e? user, can I still freeze/unfreeze my demat account through my DP?

Yes. You can freeze/unfreeze your demat account through your DP by giving necessary

paper based instructions.

Q. 42 Can I unfreeze my demat account frozen through SPEED-e?, through my DP?

No. You can unfreeze your demat account frozen through ***SPEED-e***, only through ***SPEED-e***. To unfreeze an account frozen through ***SPEED-e***, you must give necessary instructions through ***SPEED-e***. Similarly, an account frozen through your DP cannot be unfrozen through ***SPEED-e***.

Q. 43 If I have lost my smart card what should I do?

If you are ***SPEED-e*/IDeAS** Client, then you have to apply to your DP for revocation of DSC (unique digital certificate embedded in the original smart card) issued to you for ***SPEED-e*/IDeAS** operation. You will also have to apply for issue of a new smart card, DSC and PIN to operate ***SPEED-e*/IDeAS** by following the steps mentioned in Answer to Q.4. You may also consider requesting your DP to suspend your ***SPEED-e*/IDeAS** in the interim period, as an added precaution.

If you are a Clearing Member who has subscribed to **IDeAS**, then you have to apply to NSDL for revocation of DSC (unique digital certificate embedded in the original smart card) issued to you for **IDeAS** operation. You will also have to apply for issue of a new smart card, DSC and PIN to operate **IDeAS** by following the steps mentioned in Answer to Q.14.

Q. 44 If I have forgotten my PIN what should I do?

If you are ***SPEED-e*/IDeAS** Client, then you have to apply to your DP for revocation of DSC issued to you for ***SPEED-e*/IDeAS** operation. You will also have to handover your smart card to your DP and apply afresh for a new DSC. You will be able to use ***SPEED-e*/IDeAS** only after a new certificate is issued to you. You should initialize your smart card using PIN entry '1234' before handing it over to the DP.

If you are a Clearing Member who has subscribed to **IDeAS**, then you have to apply to NSDL for revocation of DSC issued to you for **IDeAS**. You will also have to handover your smart card to NSDL and apply afresh for a new DSC. You will be able to use **IDeAS** only after a new certificate is issued to you. You should initialize your smart card using PIN entry '1234' before handing it over to NSDL.

Q. 45 What are the charges for availing of SPEED-e/IDeAS services?

From **password users – Nil**

From **e-Token Users** -
i) Quarterly Charge : Rs 250 plus service tax.
ii) Account Freezing Charge : Rs.125/- per instruction.
An e-token user will have to purchase e-token, from market which may cost between Rs.700 to Rs.1000

Q. 46 How safe and secure is it to execute transactions using SPEED-e?

All transactions executed through ***SPEED-e*** are in a safe and secure environment as ***SPEED-e*** uses 128 bit SSL (Secure Socket Layer) technology. This ensures that the User communicates with an authentic Internet website set up by NSDL and confidentiality is ensured as the data exchanged over the Internet is encrypted. In addition, internal controls and procedures, put in place by NSDL make the entire

system robust and virtually tamper-proof. The website also features firewall security, intrusion detection system and hardware redundancy to maximize the availability of service. ***SPEED-e*** also displays the date and time of your last visit so that you can check whether there was any unauthorised log-in.

Following are the additional safety features:-

For Password Users: Debit instructions only in favour of pre-notified broker accounts who will be required to submit a consent letter that in case of any unintended / erroneous transfer(s), the broker will deliver the securities back to the User. Also stringent password norms viz; Alpha-numeric password, automatic expiry once in sixty days and disabling of login after three attempts due to wrong password entry, ensure additional safety.
For Smart Card Users: Ultimate security lies in the hands of the User by safe keeping the Smart Card and secrecy of PIN. Smart Card-the hardware token and PIN-the remembered information, together provide "what you have & what you know" security. Digital Signature Certificate embedded on the Smart Card ensures User-Identification, authentication and non-repudiation of transactions executed on ***SPEED-e***.

Q. 47 What steps have been taken to prevent hacking?

SPEED-e facility is protected by firewall .The facility uses authentication gateway for access authorisation . The system uses 128 bit SSL protocol for encrypted communication. The physical access to infrastructure is restricted to authorised personnel. Monitoring and logging systems are setup for access audit.

Q. 48 Does usage of SPEED-e/IDeAS expose my computer to risks of computer viruses?

The robust security systems architecture of ***SPEED-e/*IDeAS** does not allow computer viruses to permeate the system so easily. This can be complemented with good discipline at the client side computing viz.; preventing unauthorised use of computing resources and use of latest anti-virus softwares.

Q. 49 Can I access SPEED-e website from a public terminal/ cybercafe?

It is advisable to work from your own computer. However, ***SPEED-e*** can be accessed from a public terminal / cybercafe as long as the computer meets with the minimum configuration. The Users must take necessary precautions like closing the browser after use, ensuring that your key strokes are not captured by a software which can be replayed after you leave the cybercafe and deleting the temporary Internet files.

Smart Card Users will have to install the necessary software and smart card reader in the computer before using ***SPEED-e***. After the use, you must remove the software and drivers that were installed for the smart card.

Q. 50 How do I discontinue my registration to use SPEED-e/IDeAS service?

If you are Password User, go to "Change Service" option in ***SPEED-e*** menu and click on the check box for disabling any/all of the services. This will disable you from the service(s) you have opted for. If you are a smart card user go to "Change Service" option in ***SPEED-e*** menu and click on the check box for disabling any/all of the services. Based on your request, your DP will authorise the request for revocation.

Q. 51 If I have subscribed to SPEED-e, can I get SPEED-e automatically?

You will be required to check whether your DP has subscribed to ***SPEED-e***. If yes, you need to complete registration formalities with your DP and make an online request by clicking on the "Change Service " link and select ***SPEED-e*** option. Your DP will authorise your request after which you will be able to use ***SPEED-e***.

(**Note- These FAQ's have been provided by NSDL)**