



Standard Operating Procedures for Account Opening

Form Issuance

1. R Wadiwala keeps records of all the forms printed as well as issued to the person who are authorised to introduce the account (when E-KYC was not available).
2. Blank account opening kits are issued to the RMs / Marketing Team / APs upon request.

Form Acceptance

Before accepting the forms, the primary responsibility of the account opening executive/AP is to check whether the KYC of the clients is already done before or not. If a client is registered with KRA, our authorised executive will check details from KRA website and the same will be fetched for further process.

To check the registered details, our executives will make telephonic verification for all the offline accounts/physical forms.

If KYC is not done before, we will have to upload the KYC details to the KRA website.

1. As per guidelines specified by exchange / SEBI as well as defined in the standard procedures; all the forms are accepted only if following conditions are satisfied:
 - a) Forms should be completely filled;
 - b) There should not be any writing mistakes or over written words/corrected on the forms;
 - c) All the required signatures should be done by the clients;
 - d) Forms should not be damaged;
2. All the authorized executives/APs are required to verify all the copies with the original documents and affix stamp of verified against original.
3. The forms will be accepted only if all the documents are proper as furnished in the list of documents required.
4. As per the policy formulated for In-Person Verification, our authorized executives/APs will do in-person verification of each account introduced for opening the account.
 - a) In person verification for Walk-in Clients will be done at Head Office.
5. Other than In-Person verification, following verification process is done:
 - a) PAN Verification
 - b) Bank details against cancelled cheque.
 - c) Signature verification



Account Opening

Once form acceptance is complete and due checking is performed, the executives will proceed with the account opening process. Following process is followed for account opening:

1. Telephonic Inquiry - Telephonic verification done on the clients given numbers to check whether the details furnished in the form are correct or not.
2. The details of PAN is compared with the IT / NSDL website to check whether the given PAN details are proper or not,
3. Once all the data is verified, entries are made in back-office software. The client is allotted a unique client code at this stage.
4. The account created in the back-office, is then, uploaded to relevant exchange website for registration.
5. Exchange provides response file, the same is imported to back-office software to check whether the applied code is registered to exchange successfully or not.
6. The registered code is then mapped to front office software. During this process, the client is assigned Risk Category as well as other parameters.
7. Once all processes are finished, SMS, email & IVR call confirmation for the opening of the account is given to the clients.
8. Copy of all the executed documents and account opening is dispatched to the client along with the welcome letter to the clients' registered address.