



TRUSTED SHARES & INVESTMENTS LIMITED

Registered office Address- 112, Churchgate Chambers, 5 New Marine Lines, Mumbai 40020

Investor Charter – Stock Brokers

1. VISION

To follow highest standards of ethics and compliances while facilitating the trading by clients in securities in a fair and transparent manner, so as to contribute in creation of wealth for investors.

2. MISSION

- i) To provide high quality and dependable service through innovation, capacity enhancement and use of technology.
- ii) To establish and maintain a relationship of trust and ethics with the investors.
- iii) To observe highest standard of compliances and transparency.
- iv) To always keep 'protection of investors' interest' as goal while providing service.

3. Business transacted

Being a SEBI Registered Intermediary and Member Stock Broker of BSE LTD -Deals in Equity Cash Segment, Presently we do not offer any kind of online trading Platform, Online Trading Demat Account Opening ,KYC Services etc

For Details kindly do visit our Official URL- <https://www.trustedshares.in>

4. Services provided to Investors

- Execution of trades on behalf of investors.
- Issuance of Contract Notes.
- Issuance of intimations regarding margin due payments.
- Facilitate execution of early pay-in obligation instructions.
- Settlement of client's funds.
- Intimation of securities held in Client Unpaid Securities Account (CUSA) Account.
- Issuance of retention statement of funds.
- Risk management systems to mitigate operational and market risk.
- Facilitate client profile changes in the system as instructed by the client.
- Information sharing with the client w.r.t. exchange circulars.
- Redressal of Investor's grievances.

Various activities of Stock Brokers with timelines

S.No.	Activities	Expected Timelines
1.	KYC entered into KRA System and CKYCR	7/10 days of account opening
2.	Client On boarding	Immediate, but not later than one week
3.	Order execution	Immediate on receipt of order, but not later than the same day
4.	Allocation of Unique Client Code	Before trading
5.	Copy of duly completed Client Registration Documents to clients	7 days from the date of upload of Unique Client Code to the Exchange by the trading member
6.	Issuance of contract notes	24 hours of execution of trades
7.	Collection of upfront margin from client	Before initiation of trade
8.	Issuance of intimations regarding other margin due payments	At the end of the T day
9.	Settlement of client funds	30 days / 90 days for running account settlement (RAS) as per the preference of client. If consent not given for RAS – within 24 hours of pay-out
10.	'Statement of Accounts' for Funds, Securities and Commodities	Weekly basis (Within four trading days of following week)
11.	Issuance of retention statement of funds/commodities	5 days from the date of settlement
12.	Issuance of Annual Global Statement	30 days from the end of the financial year
13.	Investor grievances redressal	30 days from the receipt of the complaint

5. Rights and Obligations of Investors:-

(A) Rights:-

- **Ask** for and receive information from a firm about the work history and background of the person handling your account, as well as information about the firm itself.
- **Receive** complete information about the risks, obligations, and costs of any investment before investing.
- **Receive** recommendations consistent with your financial needs and investment objectives.
- **Receive** a copy of KYC and all completed account forms and agreements executed
- **Receive** account statements that are accurate and understandable.
- **Understand** the terms and conditions of transactions you undertake.
- **Access** your funds in a timely manner and receive information about any restrictions or limitations on access.
- **Receive** complete information about maintenance or service charges, transaction or redemption fees, and penalties.
- **Discuss** your grievances with compliance officer of the firm and receive prompt attention to and fair consideration of your concerns.
 - **Get Unique Client Code (UCC)** allotted,

- **Place order** on complying with the norms agreed to with the Trading Member (TM).
- **Get best** price for trade execution.
- **Receive various** SMS, emails and information from TMs regarding trade confirmations.
- **Get Contract notes** for trades executed from the TM in the specified format given by the Exchange showing transaction price, brokerage, GST and STT etc. as applicable, separately, within 24 hours of your trades.
- **Receive funds** and securities/commodities on time within 24 hours from payout.
- Receive statement of accounts from TM at least once in a quarter/ month from your TM.
- **Settlement** of accounts as per terms of agreement.
- **Get the details** of Principal Officer/Compliance Officer of the TM.
- **Get information** of all the businesses done by the TM.
- **Receive all benefits**/material information declared for the investors by the Company.
- **Prompt services** from the company such as transfers, dematerialization, Sub-divisions and consolidation of holdings in the company.
- **As an equity** holder have a right to subscribe to further issue of capital by the Company.
- **Approach** TM's Office for lodging an offline complaint.
- **Complaint** and avail dispute resolution mechanism against TM
- **Raise queries** on excess brokerage and other charges charged by TMs.
- **Privacy** and Confidentiality.
- **Fair & True** Advertisement – Potential Risks to be clarified.
- **Exit** from financial product or service.
- **Receive clear** guidance and caution notice when dealing in Complex and High-Risk Financial Products and Services.
- **Provide feedback** on the financial products and service used.

(B)Investor obligations/ Responsibilities:-

- Deal** with a SEBI registered Stock Brokers and Depository Participants for opening trading account and demat account.
- Provide complete** documents for account opening and KYC (Know Your Client). Fill all the required details in Account Opening Form / KYC form in own handwriting and cancel out the blanks.
- Read all documents** and conditions being agreed before signing the account opening form.
- Accept the Delivery** Instruction Slip (DIS) book from DP only (pre-printed with a serial number along with client ID) and keep it in safe custody and do not sign or issue blank or partially filled DIS.
- Always mention** the details like ISIN, number of securities accurately.
- Inform any change** in information for updation of KYC and obtain confirmation of updation in the system.
- Regularly** verify balances and transaction/ demat statement and reconcile with trades / transactions.
- Appoint nominee(s)** to facilitate heirs.

viii) **Do not fall** prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.

6. Grievance Redressal Mechanism

Level 1 –

(a) Offline Mode – Client Can file a complaint by Submitting hard copy of Complaint Form/Letter to Broker/TM at office Address-112 Churchgate Chambers,5 New marine Lines, Mumbai-400020.

Contact No-LL-022-22644636/22666507/22626785,
Mobile Nos-9324029483/8369515293;

(b) Electronic Mode- Client can write to us on:-

(i) info@trustedshares.com or trusted.shares@gmail.com;

(ii) Kindly refer our Investor Grievance Redressal related “Escalation Matrix”, uploaded on our website under “Contact Us” Link;

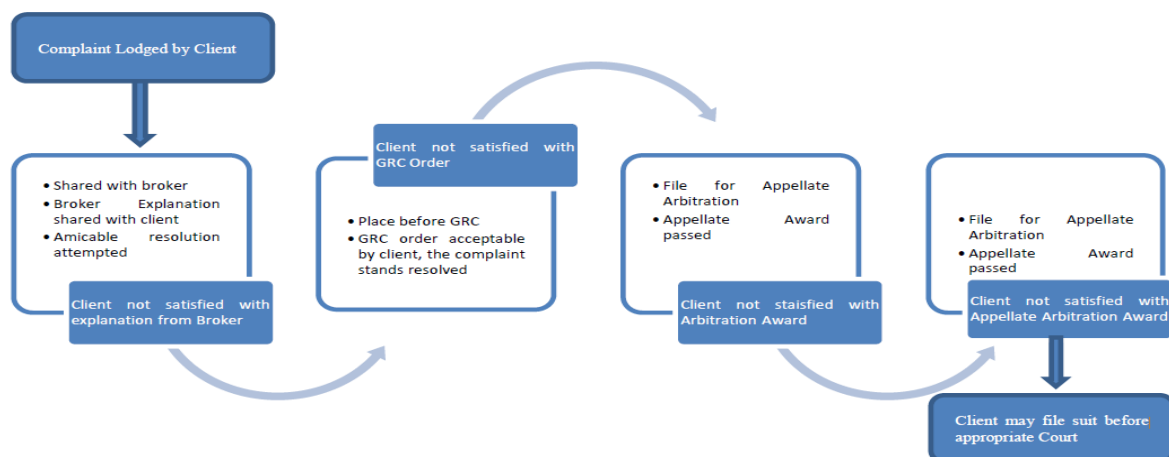
(iii) **Client can file the complaint at the designated Investor Grievance e-mail ID of the stock broker-** bsecomplaints@trustedshares.in

The Stock Broker will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance.

Level 2 – Approach the Stock Exchange using the grievance mechanism mentioned at the website of the respective exchange.

Through Respective Exchange’s Web portal dedicated for the filling of Complaints
<https://bseclrs.bseindia.com/ecomplaint/frmlInvestorHome.aspx>

Complaints Resolution Process at Stock Exchange explained graphically:



Timelines for complaint resolution process at Stock Exchanges against stock brokers

No.	Type of Activity Against stock brokers	Timelines for activity
1.	Receipt of Complaint	Day of complaint (C Day).
2.	Additional information sought from the investor, if any, and provisionally forwarded to stock broker.	C + 7 Working days.
3.	Registration of the complaint and forwarding to the stock broker.	C+8 Working Days i.e. T day.
4.	Amicable Resolution.	T+15 Working Days.
5.	Refer to Grievance Redressal Committee (GRC), in case of no amicable resolution.	T+16 Working Days.
6.	Complete resolution process post GRC.	T + 30 Working Days.
7.	In case where the GRC Member requires additional information, GRC order shall be completed within.	T + 45 Working Days.
8.	Implementation of GRC Order.	On receipt of GRC Order, if the order is in favour of the investor, debit the funds of the stock broker. Order for debit is issued immediately or as per the directions given in GRC order.
9.	In case the stock broker is aggrieved by the GRC order, will provide intention to avail arbitration	Within 7 days from receipt of order
10.	If intention from stock broker is received and the GRC order amount is upto Rs.20 lakhs	Investor is eligible for interim relief from Investor Protection Fund (IPF). The interim relief will be 50% of the GRC order amount or Rs.2 lakhs whichever is less. The same shall be provided after obtaining an Undertaking from the investor.
11.	Stock Broker shall file for arbitration	Within 6 months from the date of GRC recommendation
12.	In case the stock broker does not file for arbitration within 6 months	The GRC order amount shall be released to the investor after adjusting the amount released as interim relief, if any.

Handling of Investor's claims / complaints in case of default of a Trading Member / Clearing Member (TM/CM)

Default of TM/CM

(1) Following steps are carried out by Stock Exchange for benefit of investor, in case stock broker defaults:

- Circular is issued to inform about declaration of Stock Broker as Defaulter.
- Information of defaulter stock broker is disseminated on Stock Exchange website.
- Public Notice is issued informing declaration of a stock broker as defaulter and inviting claims within specified period.
- Intimation to clients of defaulter stock brokers via emails and SMS for facilitating lodging of claims within the specified period.

(2) Following information is available on Stock Exchange website for information of investors:

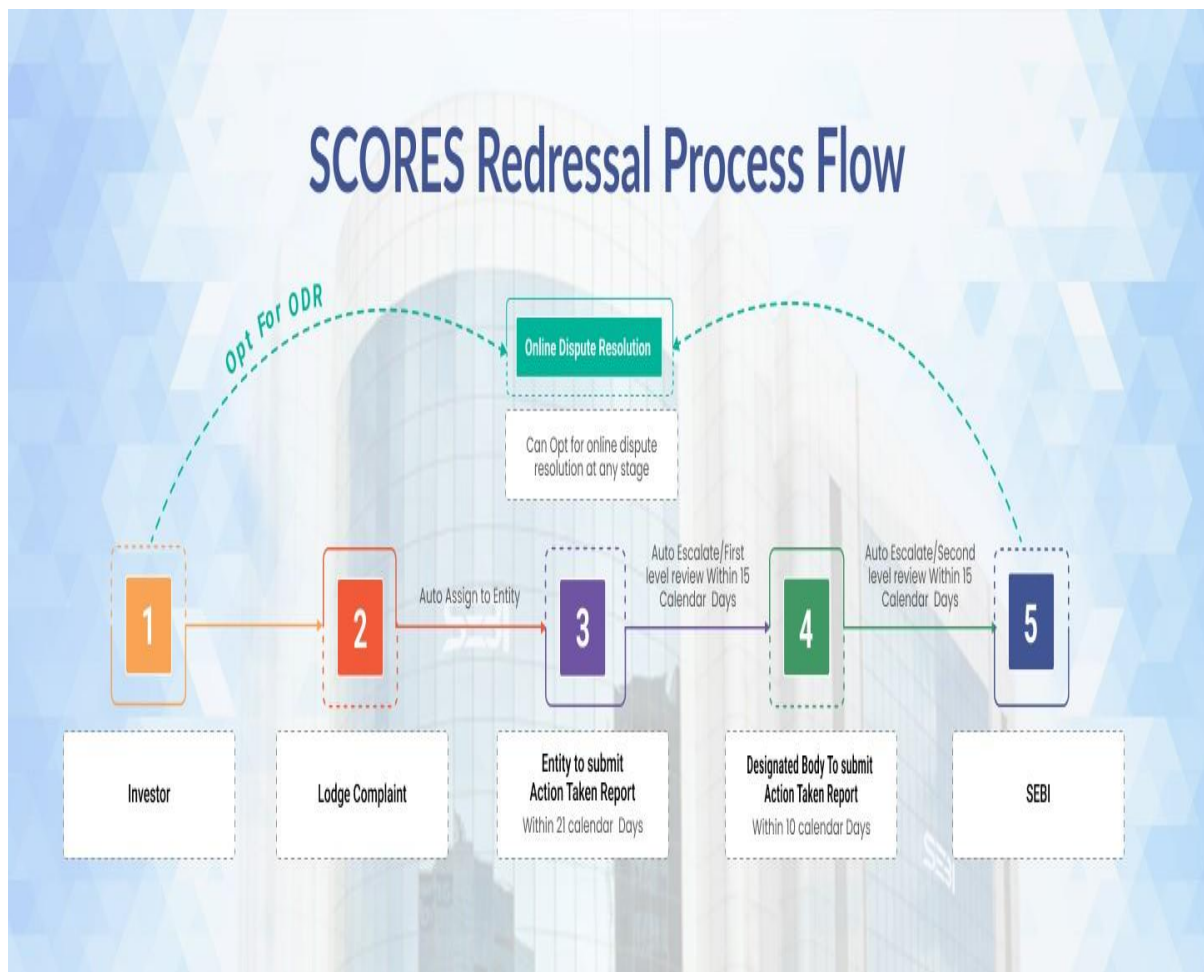
- Norms for eligibility of claims for compensation from IPF.
- Claim form for lodging claim against defaulter TM
- FAQ on processing of investors' claims against Defaulter TM
- **Standard Operating Procedure (SOP)** for handling of Claims of Investors in the Cases of default by TMs.
- Provision to check online status of client's claims on Exchanges Website.
- Claims Processing policy against Defaulter/Expelled TMs,
- List of Defaulter/Expelled TMs and Public notice issued

Standard Operating Procedure (SOP) for Handling of Claims of Investors in the Cases of Default by TMs (excluding Commodity Derivatives Exchanges)

Sr No	Action	Timeline
1.	Disablement of the TM	T day
2.	Information to investors about disablement of the TM on website and through SMS and email	T+1 day
3.	Pre-filled forms to be sent to clients providing information regarding balances with the TM (only in case of SOP trigger)	T+15 days
4.	Claim lodgement Clients to fill the claim form and provide the supporting documents	T+ 75 days
5.	Declaration of Default by the TM	T+120 days
6.	Information to investors about default of TM on website, through SMS, email and newspapers.	Within 3 working days from the date of declaration of defaulter
7.	Processing, auditing, and settlement of claims	Within 60 days of receipt of the claim form from the clients post declaration of default and T+135 days where prefilled forms are received
8.	Request for review of the claim by client	Within 90 days of receipt of intimation of the decision of the IPFT from the stock exchange
9.	Processing, auditing, and settlement of review claims	Within 60 days of receipt of review application.
10.	Request for 2nd review of the claim by client	Within 90 days of receipt of intimation of the decision of the IPFT from the stock exchange
11.	Processing, auditing, and settlement of review claims	Within 60 days of receipt of review application.

Level 3 – The complaint not redressed at Stock Broker / Stock Exchange level, may be lodged with SEBI on SCORES 2.0 (a web based centralized grievance redressal system of SEBI) @ <https://scores.sebi.gov.in>

Process Flow for Complaint Resolution Process through Scores 2.0 Refer to [1695456916964.pdf \(sebi.gov.in\)](#)



Two Level Review:

- a. First review done by Exchange
- b. Second review done by SEBI

At Level 4:- Through SMARTODR <https://smartodr.in/login> dedicated for the filing of complaint.

Online Dispute Resolution (ODR):-

1.	Online Dispute Resolution (ODR) platform for online Conciliation and Arbitration	If the Investor is not satisfied with the resolution provided by the Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through online conciliation or arbitration.
2.	Steps to be followed in ODR for Review, Conciliation and Arbitration	<p><input type="checkbox"/> Investor to approach Market Participant for redressal of complaint</p> <p><input type="checkbox"/> If investor is not satisfied with response of Market Participant, he/she has either of the following 2 options:</p> <p>May escalate the complaint on SEBI SCORES portal. (In this scenario the above steps shall prevail)</p> <p>May also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.</p> <p><input type="checkbox"/> Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days.</p> <p><input type="checkbox"/> If the matter could not be amicably resolved, then to the matter shall be referred for conciliation.</p> <p><input type="checkbox"/> During the conciliation process, the conciliator will endeavour for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator with consent of the parties to dispute.</p> <p><input type="checkbox"/> If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.</p> <p><input type="checkbox"/> The arbitration process to be concluded by arbitrator(s) within 30 days, which is</p>

Do's for Grievance Redressal:-

- (iii) File complaints within the limitation period to avoid rejection at the arbitration stage.
- (iv) Take up complaint redressal with the Trading Member (TM) first and if not resolved within a reasonable time frame, then approach Exchanges/ SEBI.
- (v) For faster resolution of complaints
- (vi) Lodge complaint with relevant exchange/ depository.
- (vii) Lodge complaint online and with all relevant supporting documents.
- (viii) Provide trading account details including client Code and PAN details at the time of complaint registration.
- (ix) Provide all information sought by the exchange expeditiously.
- (x) Maintain copies of all account opening documents and trade related information received from the trading member.

7. Advisory for Investors:- DOs and DON'Ts for Investors

DOs	DON'Ts
<p>1. Read all documents and conditions being agreed before signing the account opening form.</p> <p>2. Receive a copy of KYC, copy of account opening documents and Unique Client Code.</p> <p>3. Read the product / operational framework / timelines related to various Trading and Clearing & Settlement processes.</p>	<p>1. Do not deal with unregistered stock broker.</p> <p>2. Do not forget to strike off blanks in your account opening and KYC.</p> <p>3. Do not submit an incomplete account opening and KYC form.</p>
<p>4. Receive all information about brokerage, fees and other charges levied.</p> <p>5. Register your mobile number and email ID in your trading, demat and bank accounts to get regular alerts on your transactions.</p> <p>6. If executed, receive a copy of Power of Attorney. However, Power of Attorney is not a mandatory requirement as per SEBI / Stock Exchanges. Before granting Power of Attorney, carefully examine the scope and implications of powers being granted.</p> <p>7. Receive contract notes for trades executed, showing transaction price, brokerage, GST and STT etc. as applicable, separately, within 24 hours of execution of trades.</p> <p>8. Receive funds and securities / commodities on time within 24 hours from pay-out.</p> <p>9. Verify details of trades, contract notes and statement of account and approach relevant authority for any discrepancies. Verify trade details on the Exchange websites from the trade verification facility provided by the Exchanges.</p> <p>10. Receive statement of accounts periodically. If opted for running account settlement, account has to be settled by the stock broker as per the option given by the client (30 or 90 days).</p> <p>11. In case of any grievances, approach stock broker or Stock Exchange or SEBI for getting the same resolved within prescribed timelines.</p>	<p>4. Do not forget to inform any change in information linked to trading account and obtain confirmation of updation in the system.</p> <p>5. Do not transfer funds, for the purposes of trading to anyone other than a stock broker. No payment should be made in name of employee of stock broker.</p> <p>6. Do not ignore any emails / SMSs received with regards to trades done, from the Stock Exchange and raise a concern, if discrepancy is observed.</p> <p>7. Do not opt for digital contracts, if not familiar with computers.</p> <p>8. Do not share trading password.</p> <p>9. Do not fall prey to fixed / guaranteed returns schemes.</p> <p>10. Do not fall prey to fraudsters sending emails and SMSs luring to trade in stocks / securities promising huge profits.</p> <p>11. Do not follow herd mentality for investments. Seek expert and professional advice for your investments.</p>