

**“Attention Investors:**

1. Stock Brokers can accept securities as margin from clients only **by way of pledge in the depository system w.e.f. September 1, 2020.**
2. **Update your mobile number, email id & address** with your stock broker/ depository participant and receive OTP directly from depository on your email id and/or mobile number to create pledge.
3. **Pay 20% upfront margin** of the transaction value to trade.
4. Investors may please refer to the Exchange's **Frequently Asked Questions (FAQs) issued vide circular reference NSE/INSP/45191 dated July 31, 2020 and NSE/INSP/45534 dated August 31, 2020** and other guidelines issued from time to time in this regard.
5. Check your Securities /MF/ Bonds in the consolidated account statement issued by NSDL/CDSL every month.
6. Read Escalation Matrix for Investor Grievance Redressal mechanism.
7. Participate actively in e-Voting in meetings of companies using <https://www.evoting.nsdl.com> and <https://www.evotingindia.com> .
8. Verify periodic reports sent like contracts, bills, daily margin, financial ledger, securities ledger, retention statement on actual settlement of running account, annual global statement, etc.
9. Regularly visit websites of SEBI & exchanges to update with latest regulations for compliance.
10. Data on complaints received against them or against issues dealt by them and redressal thereof, latest by 7th of succeeding month as per the format prescribed by SEBI vide Circular No. SEBI/HO/MIRSD/DOP/P/CIR/2021/676 dated December 02, 2021.
11. Utilize Dispute Resolution Mechanism available with stock exchanges against listed companies / RTA.
12. Maintain record of KYC form, RDD, Policies & Procedures, etc provided to you on account opening.
13. Prevent Unauthorized Transactions in your demat account --> Update your Mobile Number with your Depository Participant. Receive alerts on your Registered Mobile for all debit and other important transactions in your demat account directly from CDSL on the same day.
14. KYC is one time exercise while dealing in securities markets - once KYC is done through a SEBI registered intermediary (broker, DP, Mutual Fund etc.), you need not undergo the same process again when you approach another intermediary.
15. No need to issue cheques by investors while subscribing to IPO. Just write the bank account number and sign in the application form to authorise your bank to make payment in case of allotment. No worries for refund as the money remains in investor's account.
16. Download Client Registration Documents (Rights & Obligations, Risk Disclosure Document, Do's & Don't's) in Vernacular Language using link:  
<https://www.nseindia.com/trade/members-client-registration-documents>  
..... **Issued in the interest of Investors"**

**UPDATION/ MODIFICATION IN COMPUTATION OF RETENTION AMOUNT FOR SETTLEMENT OF RUNNING ACCOUNT**

This is with reference to NSE circular no INSP/53820 dt 23.09.2022, SEBI circular no. CIR/HO/MIRSD/DOP/CIR/P/2019/75 dt 20.06.2019, SEBI circular no. SEBI/HO/MIRSD/DOP/P/CIR/2021/577 dt 16.06.2021, SEBI circular no. SEBI/HO/MIRSD/DOP/P/CIR/2022/101 dt 27.07.2022 and other circulars and directives, FAQ issued with respect to settlement of running account of investors, all of which are available on the websites of NSE, BSE, MSEI and SEBI which investors are requested and required to visit and acquaint themselves with.

The amounts of investor funds which we shall retain with us, as permitted by these regulations in the manner permitted as on the date of settlement are as under:

- a) Funds pay-in obligations for open settlements,
- b) Securities pay-in obligation for open settlements, as permitted,
- c) 50% of EOD margins
- d) 175% of EOD margins

Out of the above, the manner of retention shall be as per above regulations and as per changes in the same from time to time which presently read as under:

1. Funds retained would comprise amounts computed in (a) and (c) above with addition of shortfall in pledged securities as computed in point 2 below.
2. Amounts computed in (d) above and (b) above, as permitted, would first be adjusted against value of securities pledged to us towards margin and in case there is shortfall in value of pledged securities available, the said shortfall would be added to funds retention in point 1 above.

For computation of value of securities pledged for margin, haircut would be applied at Value at Risk (VaR) rates specified in VAR file issued by stock exchange / clearing corporation for previous trading day (T-1) and valued at closing prices specified in price file issued by stock exchange / clearing corporation for previous trading day (T-1).

The Retention Statement along with Statement of Funds and Statement of Securities, as required, would be sent within permitted time which is presently 5 working days from date of settlement.

Post settlement of running account, all investors can execute trades within limits permissible by the retained funds and securities, and if required, the investors may provide additional funds and securities if they desire to increase their value of transactions.

**NON-AVAILABILITY OF BUSINESS CONTINUITY PLAN (BCP) AND DISASTER RECOVERY (DR) SITE:**

We once again remind and inform you that you are fully aware and have consented to continue your business relationship with us even in view of any disruption in trading and other services from our firm to you on account of any technical glitch, disaster, system fault, software fault, cyber attack, telecom infrastructure failure, etc any time. You are at liberty to make appropriate arrangements like registering as investor with other stock brokers, etc whatsoever to protect your interests and shall not hold us responsible in any manner for any potential or actual loss caused to you due to any disruption in services to you as described above.

**ESCALATION MATRIX FOR INVESTOR GRIEVANCE REDRESSALMECHANISM (WEF 01.07.2022)**

Reference: NSE circular download ref ISC/52517 dt 03.06.2022  
BSE notice no. 20220607-2 dt 07.06.2022

| Details of    | Contact Person         | Address  | Contact No.  | Email Id   |
|---------------|------------------------|--|--------------|--|
| Customer Care | Anilkumar<br>Toshniwal | Surya Mahal 4 <sup>th</sup><br>floor, 5 Burjorji<br>Bharucha Road,<br>Mumbai<br>400001 | 022-22658225 | <a href="mailto:toshniwalanil@ymail.com">toshniwalanil@ymail.com</a> |

|                       |                    |  |              |  |
|-----------------------|--------------------|--|--------------|--|
| Head of Customer Care | Jaykumar Toshniwal | Surya Mahal 4 <sup>th</sup> floor, 5 Burjorji Bharucha Road, Mumbai 400001 | 022-22658225 | <a href="mailto:jaytoshniwal@yahoo.com">jaytoshniwal@yahoo.com</a> |
| Compliance Officer    | Jaykumar Toshniwal | Surya Mahal 4 <sup>th</sup> floor, 5 Burjorji Bharucha Road, Mumbai 400001 | 022-22658225 | <a href="mailto:jaytoshniwal@yahoo.com">jaytoshniwal@yahoo.com</a> |
| CEO                   | Jaykumar Toshniwal | Surya Mahal 4 <sup>th</sup> floor, 5 Burjorji Bharucha Road, Mumbai 400001 | 022-22658225 | <a href="mailto:jaytoshniwal@yahoo.com">jaytoshniwal@yahoo.com</a> |

In absence of response / complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.sebi.gov.in> or Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/>. Please quote your service ticket / complaint reference no while raising your complaint at SEBI SCORES/Exchange portal.

#### **FILING COMPLAINTS ON SEBI COMPLAINTS REDRESS SYSTEM:**

Investors are encouraged to file complaints on SEBI Complaints Redress System (SCORES) – Easy & quick Register on SCORES portal > Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile number, Email Id

Benefits: Effective communication – Speedy redressal of the grievances

You can file complaints on SCORES <https://scores.sebi.gov.in>

#### **ONLINE DISPUTE RESOLUTION MECHANISM**

SEBI has mandated an online dispute resolution mechanism for investors which is outlined in SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023 amended from time to time. Investors are requested to avail of such mechanisms to get their disputes resolved.

Investors are encouraged for online dispute resolution platform to use link: <https://smartodr.in/login>

#### **INVESTOR RISK REDUCTION ACCESS (IRRA)**

In terms of circular no. NSE/ISC/58390 dt 14.09.2023 and SEBI circular no. o SEBI Circular ref. no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2022/177 dt 30.12.2022, whenever we as TM face challenges conducting regular business due to reasons like technical glitches or outages, The IRRA shall provide investors facility to square off open positions.

Once we as TM requests or qualifies for invocation of IRRA, post completion of invocation process, IRRA platform will send SMS and email notifications to all the UCCs, informing availability of IRRA platform for exiting or squaring off their open positions with link to link to download the IRRA mobile application and URL to access web-based trading platform. Investors can login using their UCC or PAN along with the OTP sent to their registered mobile number and email id.

For details regarding IRRA investors may visit exchange website and refer to above circular for further details.

#### **CAUTION TO INVESTORS DEALING IN DERIVATIVES / OPTIONS:**

Clients/ Investors dealing in Options are cautioned against:

- Sharing of trading credentials – login id & passwords including OTP's.
- Trading in leveraged products like options without proper understanding, which could lead to losses.
- Writing/ selling options or trading in option strategies based on tips, without basic knowledge & understanding of the product and its risks.
- Dealing in unsolicited tips through Whatsapp, Telegram, YouTube, Facebook, SMS, calls, etc.
- Trading in "Options" based on recommendations from unauthorised / unregistered investment advisors and influencers.

Disclaimer: Investments in securities market are subject to market risks; read all the related documents carefully before investing.

**NON-ASSOCIATION WITH PLATFORMS PROVIDING ALGORITHM AND/OR ASSURED RETURN TRADING SERVICES AND/OR OFFERS TO HANDLE TRADING ACCOUNTS:**

We hereby confirm that we are not directly/ indirectly referring to any past or expected future return/ performance of an algorithm trading services/ strategies in any form of advertisements/ business communication on publicly accessible platforms such as social media/ websites/ digital & print media etc. and are not associated with any platform providing such reference.

The Exchanges have been informing instances of various persons providing securities market tips for trading and assured returns on investment in stock market and offering to handle trading account of investors by asking investors to share their login id/password. Further, investors are advised not to share their trading credentials such as user id/ password with anyone. Investors may contact Investor Protection Cell of the Exchanges for further details.

Investors are cautioned and advised not to subscribe to any such scheme/ product offered by any person in the stock market as the same is prohibited by law. It may also be noted that such persons may not be registered either as a member or authorized person of any registered member of the Stock Exchange and/or police complaints may have been lodged against them. Investors may contact Police department for further details. NSE has provided a facility of "Know/Locate your Stock Broker" under the link <https://www.nseindia.com/invest/find-a-stock-broker> on its website, to check the details of the registered member and its Authorized Persons.

The designated bank accounts named as client bank accounts to receive/pay money from/to investors as disclosed by the trading members to Exchange are also displayed under the said link. Investors are advised to check the details while dealing with any person/entity.

In terms of Sections 23(1) of Securities Contracts (Regulation) Act, 1956 (SCRA), any entity / person who contravenes sections 13,16,17 or 19 of the SCRA shall be prosecuted and on conviction, he shall be punishable with imprisonment for a term which may extend to ten years or with the fine up to twenty-five crores or with both. As per Section 25 of SCRA, offences punishable under section 23 are cognizable offences within the meaning of Code of Criminal Procedure,1973 and as such can be investigated by state law enforcement authorities also. In addition to being violative of the securities laws, dabba trading also falls within the purview of Section 406,420 and Section 120-B of Indian Penal Code,1870.

Investors are cautioned and advised NOT to trade on such illegal trading platforms. Participation in such illegal platforms is at the investor's own risk, cost and consequences as such illegal trading platforms are neither approved nor endorsed by the Exchange.

The investors may note that for any kind of disputes relating to such prohibited schemes none of the following recourses will be available to investors:

1. Benefits of investor protection under Exchange's Jurisdiction
2. Exchange dispute resolution mechanism
3. Investor grievance redressal mechanism administered by Exchange

Investors are advised to take note of the above.

**VARIOUS POLICIES AND PROCEDURES:**

You are requested to read all the attached policies and procedures followed by us in conduct of our business. Please note that information of these to investors is our mandatory duty and reading these is within the scope of investors.

**DETAILS OF OUR BANK ACCOUNTS FOR CLIENT MONEY:**

“Investors are requested to note that Stock broker Toshniwal Equity Services Private Limited is permitted to receive money from investor through designated bank accounts only named as Up streaming Client Nodal Bank Account (USCNBA). Stock broker Toshniwal Equity Services Private Limited is also required to disclose these USCNB accounts to Stock Exchange. Hence, you are requested to use following USCNB accounts only for the purpose of dealings in your trading account with us. The details of these USCNB accounts are also displayed by Stock Exchanges on their website under “Know/ Locate your Stock Broker.”

As mandated by NSE circular download ref: NSE/INSP/57250 dt 22.06.2023 and by BSE/MSEI/SEBI, all investors are requested to make note of our following bank accounts only into which you shall transfer funds against margin, settlements, other dues:

| S.No. | Segment              | Bank Name, Branch Name         | Account Name  | IFSC        | Account No.    |
|-------|----------------------|--------------------------------|---|-------------|----------------|
| 1     | Cash                 | HDFC Bank, Fort, Mumbai 400001 | Toshniwal Equity Services Private Limited – USCNB Account | HDFC0000060 | 00600340032380 |
| 2     | Derivatives          | HDFC Bank, Fort, Mumbai 400001 | Toshniwal Equity Services Private Limited – USCNB Account | HDFC0000060 | 00600340032405 |
| 3     | Currency Derivatives | HDFC Bank, Fort, Mumbai 400001 | Toshniwal Equity Services Private Limited – USCNB Account | HDFC0000060 | 00600340043649 |

As mandated by SEBI/ NSE/ BSE/ MSEI, all investors are requested to make note of our following demat accounts only into which you shall pledge/ transfer securities against purposes specified:

| S.No. | Segment          | DP Name, Branch Name           | DP ID    | Client ID |
|-------|------------------|--------------------------------|----------|-----------|
| 1     | Trade Settlement | HDFC Bank, Fort, Mumbai 400001 | IN301330 | 22407291  |
| 2     | Margin Pledge    | HDFC Bank, Fort, Mumbai 400001 | IN301330 | 11281882  |

**RISK DISCLOSURES ON DERIVATIVES**

Ref: SEBI circular no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/73 dated May 19, 2023

- |  |
|--|
| <ul style="list-style-type: none"> <li>• 9 out of 10 individual traders in equity Futures and Options Segment, incurred net losses.</li> </ul> |
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- On an average, loss makers registered net trading loss close to ₹ 50,000.
- Over and above the net trading losses incurred, loss makers expended an additional 28% of net trading losses as transaction costs.
- Those making net trading profits, incurred between 15% to 50% of such profits as transaction cost.

Source: 1. SEBI study dated January 25, 2023 on “Analysis of Profit and Loss of Individual Traders dealing in equity Futures and Options (F&O) Segment”, wherein Aggregate Level findings are based on annual Profit/Loss incurred by individual traders in equity F&O during FY 2021-22.

**NOMINATION IN TRADING ACCOUNT, DEMAT ACCOUNT, BANK ACCOUNTS:**

All investors are encouraged to record / update nomination in their trading account with trading members, depository (demat) accounts with depository participants and bank accounts with banks by following their prescribed procedure and submission of required documents.

In terms of SEBI’s master circular dated May 17, 2023 as Trading Members we are communicating regularly with you to provide ‘choice of nomination’ in your trading account with us at the earliest. As per NSE circular download ref: NSE/ISC/57234 dt 22.06.2023, Trading Members are requested to ensure that the choice of Nomination is updated for all their clients and the same has been updated in the UCC database of the Exchange on or before September 30, 2023, failing which such clients shall not be permitted to trade on the Exchange. Please take immediate action to ensure your trading account continues to have permission to trade on the Exchanges.

**TRADING PREFERENCES TO INVESTORS:**

In terms of SEBI circular no. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/95 dt 21.06.2023, Trading Members are mandated to enable all investors suo moto on the investor chosen segments all exchanges where we are Trading Members. This shall operate as default mode. Investors have a choice to opt out of such access by providing negative consent in this regard. Further, the Trading Members shall activate / deactivate the segments based on the preference of the investors.

The following modifications are considered part of your Client Registration Form & KYC form since as mandated by circular SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/71 dt May 17,2023 and circular SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/95 dt June 21, 2023 you have been provided to you, by default mode, access to all exchanges in each segment where we are active and opted by you. You are requested to specifically provide your negative consent, which is awaited by us, if you do not desire to trade in any particular exchange in any segment as listed below:

**C. TRADING PREFERENCES:**

|  |                  |     |          |      |                       |
|--|------------------|-----|----------|------|-----------------------|
| Please sign in the relevant boxes where you wish to trade. Please strike off the segment not chosen by you |                  |     |          |      |                       |
| Exchanges  | NSE, BSE, MSEI   |     |          |      | MCX, NCDEX, BSE & NSE |
| All Segments   | Cash/Mutual Fund | F&O | Currency | Debt | Commodity Derivatives |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
|   |  |  |  |  |  |
| If you do not wish to trade in any of segments / Mutual Fund, please mention here _____ |  |  |  |  |  |

### **CYBER RESILIENCE AND CYBER SECURITY**

CERT-In, SEBI and Exchanges have guided for strict implementation of various policies and procedures for Cyber Security and Cyber Resilience Framework. All investors are advised to familiarize themselves with the guidelines and advisories issued and undergo periodic training to protect their own interests.

Investors are cautioned to follow various guidelines for their own security including:

- Not to share Passwords, OTP, Credit Card CVV with anyone
- Not to permit access to PC, Laptop, Mobile or other devices to anyone
- Maintain strong passwords and change them frequently
- Maintain regular backup of data
- Carry out Vulnerability Assessment and Penetration Tests regularly
- Close all open ports not used
- Update software patches
- Use updated Anti-Virus softwares
- Carefully destroy or degauss all data while disposing any hardware
- Avoid clicking on suspicious links to avoid phishing, snooping,
- Report any cyber attack to authorities and CERT-In
- Block unwanted websites and restrict internet usage to permitted sites
- Enhance capacity to meet growing needs

### **Dos and Don'ts for Retail Investors:**

1. Please deal with SEBI registered intermediaries only. Ensure that you have complete knowledge of the products and the risks involved before investing.
2. Offering fixed/guaranteed/regular returns/ capital protection schemes in stock markets whether written or oral is not allowed. Brokers or any of their representatives cannot enter into any loan agreement to pay interest on the funds/securities offered by you.
3. Do not fall prey to emails, SMSs and online videos luring you to trade in stock/ securities / schemes promising high returns/profits.
4. Ensure to fill all the required details in the 'KYC' document by yourself and receive duly signed copy of your 'KYC' documents from your broker.
5. Opt for electronic (e-mail) contract notes/financial statements only if you are computer savvy and have your own e-mail account.
6. Do not share your login ID, password, OTP, TPIN with any person including employees of the broker under any circumstances.
7. Ensure that all your trades are executed as per your instructions. Trade verification facility is also available on NSE website which you can use to verify your trades executed.
8. Ensure you receive the payout of funds and securities within 1 working day of settlement. In case you have chosen running account of funds, ensure your account is settled on first Friday of every month / quarter as opted for.

9. Dealing in cash is prohibited. Do not place any securities with the broker or associate of the broker or authorized person of the broker. Do not transfer securities as margin/ collateral to the broker and such securities only must be pledged from the client demat account.
10. Opt for DDPI only for transfer of securities for deliveries/settlement obligations, initiating pledging of securities for margins, and for mutual fund/open offer transactions on Exchange platform. DDPI/PoA are optional and should not be insisted on for opening the account.
11. Always keep your mobile number and email id updated with your broker. Don't ignore any SMSs / e-mails with regards to contract notes/trades/funds and securities balances sent by broker/Exchange. Verify the details of the same and report discrepancy, if any, to your broker in writing immediately.
12. Please verify the bank account details of the broker from the website of broker/Exchange before transferring funds to the broker.
13. Claims for funds or securities given to the broker under any arrangement/ agreement of indicative return or claims for funds, without transactions on the Exchange will not be accepted by the Exchange in case of default by your broker.
14. For more details on Investor awareness, please visit - [www.nseindia.com/invest/investors-home](http://www.nseindia.com/invest/investors-home)

#### **ACCOUNT OPENING AND CLOSING PROCEDURE:**

All investors desiring to register with our company are required to contact our office to obtain the mandated specified Client Registration Form and comply with Know Your Client (KYC) guidelines. All specified documents are required to be submitted and verified. Client registration charges have to be paid and client bank account would be verified by penny drop or other mechanism. Client details shall be entered into the back office, risk management system, NSE UCC, BSE UCC, KRA, CKYC and other databases as specified by regulations. The investor has to specifically include and/or exclude exchanges and segments where the investor desires or does not desire to trade, as mandated by regulations. Once all these formalities are completed, and margin requirements are met, the investor client can commence transactions.

For updating investor data, the investor has to inform us in writing or by email from registered email id. In the event the client desires to close the trading account with our company, the client has to clear all dues, and inform us in writing or by email from registered email id to close the trading account. Thereafter the company shall close the investor trading account and make the investor UCC inactive in all the above databases.

#### **KRA UPDATION BY INVESTORS:**

As per SEBI circular SEBI/HO/MIRSD/FATF/P/CIR/2023/0144 dated August 11, 2023, clients whose KYC status is not found validated by the KRAs, such PANs shall not be allowed to transact further in securities market till such a time their KYC is validated by KRA. This step is crucial to maintaining the integrity and security of the market and ensuring that all trading activities are conducted in a transparent and compliant manner.

It has been observed that due to a lack of clear information or guidance, the non-compliant clients (as per KRA) are unable to complete the validation process, leading to their KYCs remaining inactive. To assist such clients in understating their KRA status and to guide them on how to get their KRA status validated, the following needs to be done by the clients:

1. Verify the KRA status on the KRA portal by self or contact us.
2. Visit the validation links provided by the respective KRAs, submit required information to check whether your KRA is validated.

For CVL KRA: [https://validate.cvlindia.com/CVLKRAVerification\\_V1/](https://validate.cvlindia.com/CVLKRAVerification_V1/)

For NDML KRA: [https://kra.ndml.in/kra-web/jsps/pos/KYCClientInquiry\\_NEW.jsp](https://kra.ndml.in/kra-web/jsps/pos/KYCClientInquiry_NEW.jsp)

For DOTEK KRA: <https://www.nsekra.com/>

For CAMS KRA: <https://camskra.com/>

For KARVY KRA: [https://www.karvykra.com/KYC\\_Validation/Default.aspx](https://www.karvykra.com/KYC_Validation/Default.aspx)

For other KRA visit their website for KRA validation link.

3. If KRA is not validated, then proceed to KRA validation page, click to get OTP for verification of your mobile number and email id. Submit the OTP to validate KRA.
4. In case of any difficulty, our registered clients can contact us for further assistance.

#### **FRAUD ALERT ISSUED BY EXCHANGE:**

Before dealing with any Investment Advisor, please check whether it is registered with SEBI. Don't deal with unregistered Investment Advisors.

This advisory is valid for all market intermediaries including Investment Advisors.

Link for verification of registered Investment Advisors:

<https://www.sebi.gov.in/sebiweb/other/OtherAction.do?doRecognisedFpi=yes&intmId=13>

#### **ADVISORIES REGARDING FRAUDULENT INDUCEMENTS:**

Impersonators carry out their fraudulent activities/schemes via social media platforms and messaging apps, such as Facebook, WhatsApp, etc. These impersonators make enticing promises of guaranteed high returns to lure the investors. Investors, believing they are dealing with legitimate registered intermediaries, download the app and invest through it. However, these investments never actually occur on the Stock Exchanges/Depository. When investors try to withdraw substantial value of securities, the application suddenly becomes nonfunctional.

Therefore, investors are advised to stay away from such fraudulent investment schemes/apps promising unrealistic returns. Investors are also advised to refer the official websites of SEBI, NSE, BSE, MSEI, NSDL, CDSL, RBI and other statutory agencies in order to verify the details before transacting.

The investors are cautioned and advised not to subscribe to any scheme/ product offered by any person offering indicative/ assured/ guaranteed returns in the stock market as the same is prohibited by law. Further, investors are advised not to share their trading credentials such as user id/ password with anyone. Investors may also note not to deal with any entity which is not registered either as a member or authorized person of any registered member of the recognized Stock Exchange in India. NSE has provided a facility of Know/Locate your Stock Broker under the link <https://www.nseindia.com/invest/find-a-stock-broker> on its website, to check the details of the registered member and its Authorised Persons. Further, the designated bank accounts named as client bank accounts to receive/ pay money from/ to investors as disclosed by the trading members to Exchange are also displayed under the said link. Investors are advised to check the details while dealing with any entity.

Participation in such prohibited schemes is at investors' own risk, cost and consequences as such schemes are neither approved nor endorsed by the Exchange or us.

The investors may note that for any kind of disputes relating to such prohibited schemes none of the following recourses will be available to investors:

1. Benefits of investor protection under Exchange's Jurisdiction
2. Exchange dispute resolution mechanism
3. Investor grievance redressal mechanism administered by Exchange.

Investors are advised to take note of the above.

Various impersonators carry out their fraudulent activities/ schemes via social media platforms and messaging apps, such as Facebook, WhatsApp, etc. These impersonators make enticing promises of guaranteed high returns to lure the investors. Investors, believing they are dealing with legitimate registered intermediaries, download the app and invest through it. However, these investments never actually occur on the Stock Exchanges/Depository. When investors try to withdraw substantial value of securities, the application suddenly becomes nonfunctional. Therefore, investors are advised to stay away from such fraudulent investment schemes/apps promising unrealistic returns.

Investors are also advised to refer the official websites of SEBI, NSE, BSE, MSEI, NSDL, CDSL in order to verify the genuineness of registration and other details of such impersonators offering services as described above.

Some of the DPs provide online services to investors related to demat accounts such as online account opening, online holding/transactions statements etc.. If your DP is providing various depository related services in online mode, you may also avail online closure facility from your DP.

As Trading Member we do not offer facility of online account opening, which please note and investors who necessarily require such online services are advised to close their trading accounts with us.

#### **FACILITY OF VOLUNTARY FREEZEING OR BLOCKING YOUR ONLINE TRADING ACCESS**

As mandated by regulations and in the interest of your safety, we are pleased to inform you that you can voluntarily freeze or block online access, if availed, to your trading account. This service is designed to enhance your security by enabling you to take immediate action if any suspicious activity is detected. This facility shall be available from 1<sup>st</sup> July 2024.

For this, you have to email or call us from your registered email id or registered mobile number.

You shall email to Compliance Officer on email id: [jaytoshniwal@yahoo.com](mailto:jaytoshniwal@yahoo.com) and/or send email id: [stoptrade@toshniwalequity.com](mailto:stoptrade@toshniwalequity.com) or call on mobile no: 9930469996.

We shall verify the genuineness of source of your request and block your online access within 15 minutes if request is received within trading hours or before next trading session if request is received after trading hours.

Post such freezing, you shall be informed of such freezing and you shall be informed of your open positions, your offline access continues, your open positions shall be settled/closed by you as per settlement schedule.

Your online access can be re-enabled upon receiving your request and verification as mentioned above.

#### **MARGIN BENEFIT ON PURCHASE AND SALE ON OTHER EXCHANGES**

As directed by SEBI, please note that if you purchase any security on one exchange and sell the same security on other exchange, then the margin gets freed immediately and requisite margin benefit is extended to you.

#### **DISPLAY OF TRADING PRODUCTS**

As directed by SEBI, please note that all trading products of all segments across Exchanges shall be displayed on trading platforms (Web and Mobile) for your benefit.

#### **DISPLAY OF PRICE OF SELECTED SECURITY**

As directed by SEBI, the price of selected security of all Exchanges shall be displayed at order entry screens for orders placed via trading platforms (Web & Mobile).

**ADVISORY TO INVESTORS ON IMPERSONATION AND UNAUTHORISED MARKET PRACTICES:**

Investors attention is drawn to NSE circular download ref: NSE/INSP/49434 dt 27.08.2021, NSE/INSP/51770 dt 25.03.2022 and NSE/INSP/61754 dt 25.04.2024 regarding advisory to investors on impersonation and unauthorized market practices whereby all Investors are advised to become aware and to abstain from dealing in any schemes of unauthorized collective investment schemes/ portfolio management, indicative/ guaranteed/ fixed returns/ payments; and keep themselves safe by look out for various unsolicited messages being circulated in the market.

All investors are advised to regularly update themselves on the above by perusing NSE press releases on its website <https://www.nseindia.com/invest/advisory-for-investors>

**MOST IMPORTANT TERMS AND CONDITIONS (MITC):**

As per SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/180 dt 13.11.2023, investors are required to note the Most Important Terms and Conditions (MITC) (For non-custodial settled trading accounts) as under:

1. Your trading account has a “Unique Client Code” (UCC), different from your demat account number. Do not allow anyone (including your own stock broker, their representatives and dealers) to trade in your trading account on their own without taking specific instruction from you for your trades. Do not share your internet/ mobile trading login credentials with anyone else.
2. You are required to place collaterals as margins with the stock broker before you trade. The collateral can either be in the form of funds transfer into specified stock broker bank accounts or margin pledge of securities from your demat account. The bank accounts are listed on the stock broker website. Please do not transfer funds into any other account. The stock broker is not permitted to accept any cash from you.
3. The stock broker’s Risk Management Policy provides details about how the trading limits will be given to you, and the tariff sheet provides the charges that the stock broker will levy on you.
4. All securities purchased by you will be transferred to your demat account within one working day of the payout. In case of securities purchased but not fully paid by you, the transfer of the same may be subject to limited period pledge i.e. seven trading days after the pay-out (CUSPA pledge) created in favour of the stock broker. You can view your demat account balances directly at the website of the Depositories after creating a login.
5. The stock broker is obligated to deposit all funds received from you with any of the Clearing Corporations duly allocated in your name. The stock broker is further mandated to return excess funds as per applicable norms to you at the time of quarterly/ monthly settlement. You can view the amounts allocated to you directly at the website of the Clearing Corporation(s).
6. You will get a contract note from the stock broker within 24 hours of the trade.
7. You may give a one-time Demat Debit and Pledge Instruction (DDPI) authority to your stock broker for limited access to your demat account, including transferring securities, which are sold in your account for pay-in.
8. The stock broker is expected to know your financial status and monitor your accounts accordingly. Do share all financial information (e.g. income, networth, etc.) with the stock broker as and when requested for. Kindly also keep your email Id and mobile phone details with the stock broker always updated.
9. In case of disputes with the stock broker, you can raise a grievance on the dedicated investor grievance ID of the stock broker. You can also approach the stock exchanges and/or SEBI directly.

10. Any assured/guaranteed/fixed returns schemes or any other schemes of similar nature are prohibited by law. You will not have any protection/recourse from SEBI/stock exchanges for participation in such schemes.

**ADDITION TO RISK MANAGEMENT POLICY (regarding penalty on increased margins):**

The total margin payable by the investor on open position can increase due to potential situations resulting in a hedge break / loss of cross margin benefits like square off by the clients / expiry of some leg(s) of the hedge positions of the clients.

Such margin shortfall can result in levy of penalty on margin shortfall amount by the Exchange/CC/CM and shall be charged by TM to the investor with prescribed particulars.

**NATIONAL FINANCIAL LITERACY QUIZ:**

Investors are encouraged to participate in National Financial Literacy Quiz conducted by Market Infrastructure Institutions like NSDL to gain knowledge and understanding on financial literacy by joining by following the following link: <https://nflq.nism.ac.in/>

**INVESTOR ADVISORIES BY STOCK EXCHANGES:**

Investors are encouraged to keep themselves updated with investor advisories issued by stock exchanges to protect their interests and prevent becoming victim to any fraudulent, unfair, unethical practices by anybody by visiting the Exchange website using the following link:

<https://www.nseindia.com/invest/advisory-for-investors>

**Advisory for Investors**

- Beware of fixed / guaranteed / regular returns / capital protection schemes. Stock Brokers (Brokers/Members) or their authorized persons or any of their associates are not authorized to offer fixed / guaranteed / regular returns / capital protection on your investment or authorized to enter into any loan agreement with you to pay interest on the funds offered by you. Please note that in case of default of a member claim for funds or securities / commodities given to the Broker under any arrangement /agreement of indicative return will not be accepted by the relevant Committee of the Exchange as per the approved norms.
- Do not keep funds idle with the Stock Broker. Please note that your Stock Broker has to return the credit balance lying with them, within three working days in case you have not done any transaction within the last 30 calendar days. Please note that in case of default of a Member, claim for funds and securities/commodities, without any transaction on the Exchange will not be accepted by the relevant Committee of the Exchange as per the approved norms.
- Check the frequency of accounts settlement opted for. If you have opted for running account, please ensure that your broker settles your account and, in any case, not later than once in 90 days (or 30 days if you have opted for 30 days settlement). In case of declaration of Member as defaulter, the claims of clients against such Defaulter Member would be subject to norms for eligibility of claims for compensation from Member Funds/IPF to the clients of the Defaulter Member. These norms are available on the Exchange website at following link:  
National Stock Exchange of India Limited: <https://www.nseindia.com/invest/about-defaulter-section>.
- Stock Brokers are not permitted to accept transfer of securities as margin. Securities offered as margin/ collateral MUST remain in the account of the client and can be pledged to the broker only by way of 'margin pledge', created in the Depository system. Clients are not permitted to place any securities with the broker or associate of the broker or authorized person of the broker for any

reason. Broker can take securities belonging to clients only for settlement of securities sold by the client.

- Always keep your contact details viz. Mobile number/Email ID updated with the stock broker. Email and mobile number is mandatory and you must provide the same to your broker for updation in Exchange records. You must immediately take up the matter with Stock Broker/Exchange if you are not receiving the messages from Exchange/Depositories regularly.
- Don't ignore any emails/SMSs received from the Exchange for trades done by you. Verify the same with the Contract notes/Statement of accounts received from your broker and report discrepancy, if any, to your broker in writing immediately and if the Stock Broker does not respond, please take this up with the Exchange/Depositories forthwith.
- Check messages sent by Exchanges on a weekly basis regarding funds and securities balances reported by the trading member, compare it with the weekly statement of account sent by the broker and immediately raise a concern to the exchange if you notice a discrepancy.
- Please do not transfer funds, for the purposes of trading to anyone, including an authorized person or an associate of the broker, other than a SEBI registered Stock broker.
- Do not deal with unregistered intermediaries (who are not registered with SEBI/Exchanges).

### **DISTRIBUTION OF THIRD-PARTY PRODUCTS BY TRADING MEMBERS**

For any Third Party Product (TPP) distributed/ offered by the stock broker, this is formal notice of disclosure by the stock broker to all investors that third party products are not exchange traded products, and the broker is just acting as distributor and all disputes with respect to the distribution activity, would not have access to SCORES/ ODR, Exchange investor redressal forum or Arbitration mechanism. TPP distributed/offered have to be regulated, directly or indirectly, by appropriate financial sector regulators.

Stock broker shall enter into an agreement with TPP provider or holding/group company expressly stating that there shall not be any personal financial liability devolve upon the broker which is relating to any non-broking third party products offered and the stock broker does not guarantee any performance of TPP.

Stock Broker shall maintain segregation, confidentiality and security of client data and there shall not be any liasioning between stock broker and TPP provider.

The Client shall have a choice to avail which product they wish to avail and shall not be mandated/forced to avail any third-party products offered.

Stock Broker shall not be responsible for compliance with client KYC for the third-party products which is the responsibility of each Third-Party Product Provider.

Payments for third party products should be made directly between the client and the ThirdParty Product Provider, without any routing of such payments/funds through the books of the Trading Member except as permitted by SEBI / Exchanges.

### **SHORT-SELLING IN CASH SEGMENT**

All investors have to note that investors are required to deliver securities sold in Cash Segment to fulfil their delivery obligations failing which their delivery obligations would go for auction / close out as per exchange rules. In case any investor is unable to deliver securities sold in cash segment, such investors are obligated to disclose such information in advance to the stock broker and/or exchange for reporting requirements as prescribed by regulations.

**POLICY ON HANDLING OF GOOD TILL CANCELLED ORDERS OF CLIENTS:**

Our company does not offer Good Till Cancelled Orders facility to clients.

**CLASSIFICATION OF UCC AS INACTIVE OR DORMANT:**

The company follows the timelines and procedures prescribed by stock exchanges and regulators for classification of client UCC in exchange and other databases as ACTIVE, INACTIVE, DORMANT,

Definition of Inactive Trading Account: In case of trading account, the term inactive account refers to such account wherein any of below mentioned activities has not been carried out by client since last **24 (Twenty-Four) months** (over-riding time limits specified in earlier policies):

- Trading or participation in OFS/buy-back/Open Offer across any of the exchanges/segments\* of the exchanges through the same Member or

\*Cash/Equity Derivative/ Currency Derivative/ Commodities Derivative/EGR /Debt/Online Bond Platform/ Execution Only Platform /Any other segment as may be allowed by SEBI/stock exchanges from time to time.

- Transaction in nature of applying/subscribing IPOs (where the IPO bid is successful & not cancelled)/SGBs/Mutual Funds (lumpsum investment or investments through successful SIP instalment payments) on the Mutual Fund platform of the stock exchanges through the same Member or

- Modification/updation of e-mail Id/Mobile Number/Address in KYC record of client through the same Member and the same has been uploaded to KRA to ensure Validated/Registered status.

2. The inactive accounts identified based on the above criteria shall be flagged as 'Inactive' by the Trading Member in UCC database of all the respective Exchanges.

3. In case the client who is flagged as inactive seeks re-activation of the trading account, the Trading Member, while reactivating the said client, shall:

- Mandatorily comply with In-Person Verification/Video In-Person Verification (IPV/VIPV) requirement specified in the SEBI Master Circular on KYC dated October 12, 2023.

- Seek confirmation from the client if there is any change in clients' basic details such as Address, Mobile number, Email ID, Bank/DP account, income, etc. as registered with the Member. In case of changes in any of the said details, the Member shall seek the updated details along with the necessary documents and update in its records as well in the UCC records of the respective Exchanges.

**VIEWING CLIENT COLLATERALS ON NCL WEB PORTAL:**

In order to view the collateral details, NSE Clearing Ltd. (NCL) provided a link for registration and viewing the collateral data on NCL website i.e. NSCCL>Resources> Client collateral details> Web portal facility to clients. Clients can use the following link to check client collateral details:

<https://investorhelpline.nseclearing.in/ClientCollateral/welcomeCLUser>

**SEBI ENCOURAGING VERIFIED UPI HANDLES FOR INVESTOR PAYMENTS TO BROKERS:**

SEBI has mandated brokers to use valid, verified UPI handles with prescribed suffix for ease of investors making payment to brokers who would also provide verified QR codes. All our investors should use only below listed SEBI mandated and bank verified UPI handles for making payment for transactions:

| Segment | IFSC Code   | Bank Account Number | UPI handle                 |
|---------|-------------|---------------------|----------------------------|
| CM      | HDFC0000060 | 00600340032380      | toshniwal.cm.brk@validhdfc |
| FO      | HDFC0000060 | 00600340032405      | toshniwal.fo.brk@validhdfc |
| CD      | HDFC0000060 | 00600340043649      | Toshniwal.cd.brk@validhdfc |

**TOSHNIWAL EQUITY SERVICES  
PVT. LTD.**



Scan and pay with any UPI app

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