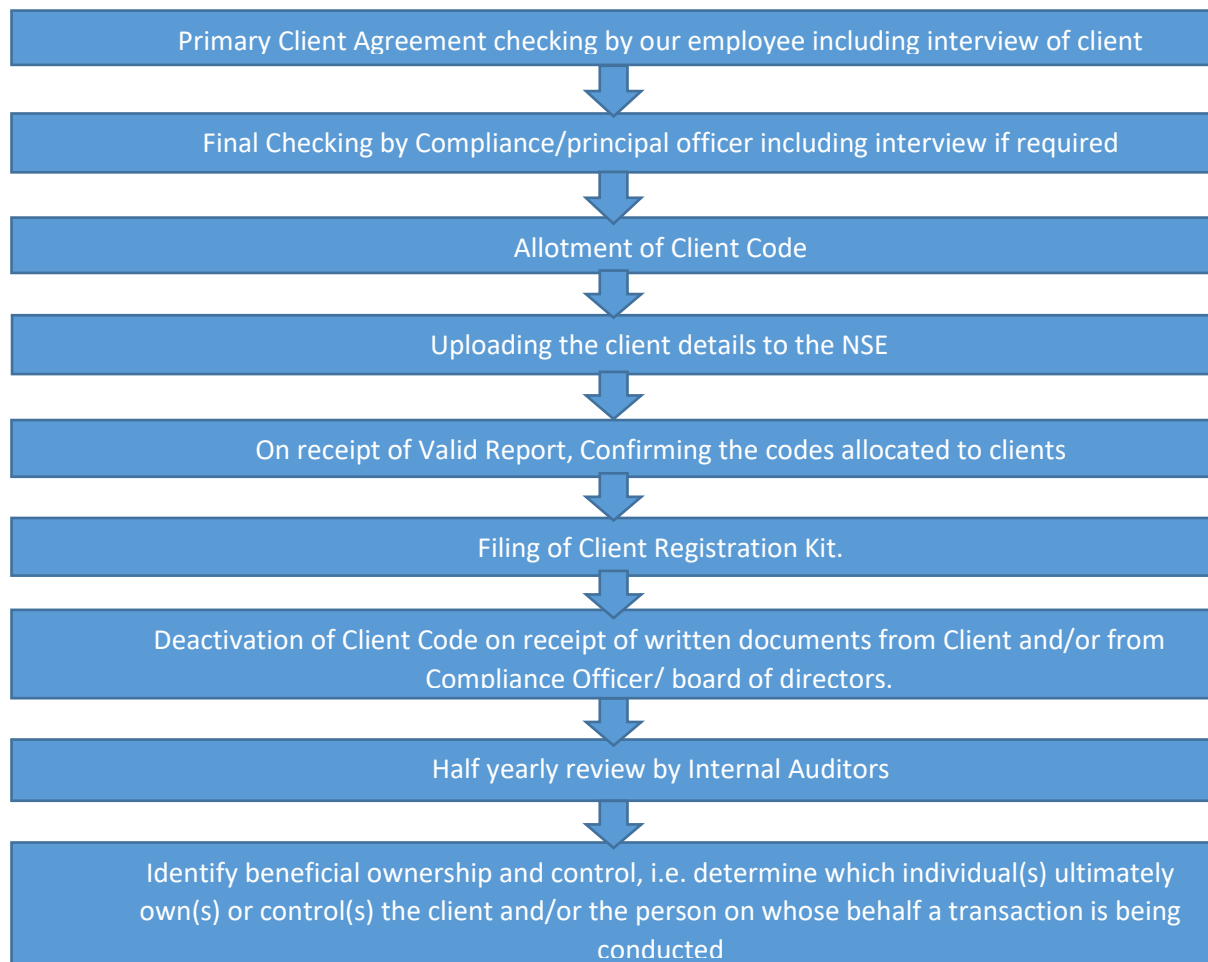


Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.

The agreement along with the Know Your Client (KYC) and Risk disclosure document (RDD) should be signed by the client. The required documents should be collected from the clients strictly as per the documents mentioned in the checklist of the agreement book.



It is decided by the management that account opening or any other client due diligence process will not be outsourced to any agency or personnel whatever the case be.