

**WE CARE FOR YOU** and with a view to safeguard your interest while dealing in securities market, request to note below **Do's and Don'ts** while dealing through "Reliance Securities Limited (RSL)"

### Do's

- 1) Please ensure that you fill all the required details in '**KYC' document** by yourself and receive duly signed copy of your 'KYC' documents from "RSL" and also check for all conditions that have been agreed and accepted by you.
- 2) Protect your login details and **do not share login credentials** with anyone (like with Relatives, employee of RSL, Authorised Person of RSL or any other person associated with RSL) and make sure that password should be unique, strong and complex and it should be changed at regular intervals.
- 3) Make payment only from your **own registered Bank account** in the name of "RSL". Similarly deliver the shares or pay-in/margin only from your **own DP Account**.
- 4) "RSL" is 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 "RSL" only by way of 'margin pledge' created in the Depository system. You should not place or transfer any securities to RSL or its associates or authorized person registered with "RSL".
- 5) Always check your ledger balance and pay the margin, outstanding debit on time in order to **avoid liquidation of securities** and charging of interest by "RSL"
- 6) Go through all **communication** sent by "RSL" including contract notes, trade SMS/email, statement of account, margin shortfall mailers etc. In case of any doubt, call customer service department immediately on hunting line - **022-62436000** or write an email on **customer.support@rsec.co.in**.
- 7) Ensure that pay-out of funds/securities is received in your account **within 1 working day** from the date of request for Pay out. Ensure that you receive Contract Notes **within 24 hours** of your trades.
- 8) Always opt for **electronic** contract notes/financial statements and any other documents/statements required by you because it will be available to you **24\*7** in your email box.
- 9) Keep updated RSL for any change in your **KYC information** (for example (address or Bank Account details, email ID, Mobile number) & Demat account in the prescribed format and obtain confirmation of updation in system. It is important to update Key KYC information as you will receive alerts from Exchanges/Depositories/stock brokers relating to transactions in your account.
- 10) Some products like Derivatives - Futures, Options, Commodities & Currencies carry **higher leveraging risk**. Hence, adopt trading / investment decision as per your risk-bearing capacity.
- 11) Regularly verify Consolidated Accounts Statement (CAS) received from "RSL" and reconcile with your trades / transactions.
- 12) Note that **facility for Trade Verification** is available on Stock Exchanges Website, where details of trade as mentioned in the contract note may be verified. Where trade details on the website do not tally with the details mentioned in the contract note, immediately get in touch with the Customer Support Department of the "RSL" on the contact details as mentioned above in Point No. 06.
- 13) **Beware of** fixed/guaranteed/regular returns/ capital protection schemes. "RSL" 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. In case you get any proposals or communications on above received by you, please immediately bring it to the notice of RSL on the contact details mentioned in Point No. 6 above.

### Don'ts

- 1) Do not share **OTP** received by you with anyone calling you on behalf of "RSL" for the whatsoever purpose. These are meant to be used by you only.
- 2) Do not keep funds idle with the "RSL" Please note that "RSL" has to return the credit balance lying with us, within three working days in case you have not done any transaction within last 30 calendar days.
- 3) **Do not fall prey to fraudsters** sending unsolicited emails and SMSs luring to trade in stocks/ Securities promising huge profits by taking name of "RSL".
- 4) Don't deal or invest on the basis of **unsolicited tips** and also don't spread such tips through whatsapp, Telegram, YouTube, Facebook, SMS, calls, etc or on any type of social messengers.
- 5) **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 "RSL" and report discrepancy, if any, to "**customer support department of RSL**" on 022-62436000 or write an email on email id **customer.support@rsec.co.in**. You can also write to compliance officer on **rsec.compliance@relianceada.com**.
- 6) **Don't transfer** funds, for the purposes of trading to anyone, including an authorized person or an associate of the "RSL".
- 7) **Don't be influenced** by any implicit/explicit promise made by the Employee/Authorised Person/Associate of Authorised Person of "RSL" or anyone else.

