

# INVESTOR CHARTER

## Vision

To follow highest standards of ethics and compliances while facilitating the clients in getting our services in a fair and transparent manner.

## Mission

### Services provided to Clients

- Underwriting of shares and debentures.
- Management of Public Issues.
- Portfolio Management.
- Credit Syndication.
- Corporate Advisory Services.
- Arranging the Financing as per our clients' needs.
- Credit Rating consultation
- Bond trading
- Venture capital fund raising and advisory

## Rights of Investors

- **Ask** for and receive information from us
- **Receive** complete information about the risks, obligations, and costs of any investment before investing.
- **Understand** the terms and conditions of transactions you undertake.
- **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.

## Grievance Redressal Mechanism

**Level 1** – Approach the Merchant Banker at the designated Investor Grievance e-mail ID of the merchant banker. The merchant banker will strive to redress the grievance immediately, but not later than 30 days of the receipt of the grievance.

**Level 2** - Approach SEBI using the grievance mechanism mentioned at the website of SEBI.

Contacts for filing complaints at Greenbridge Capital Advisory Private Ltd.

Contact Person	Address	Contact No.	Email ID
Prashant Chaturvedi	520, Summit Business Bay, Near WEH metro station, Andheri E Mumbai 92	022-68249600	Investor.complaints@greenbridge.in
Umesh Rawal	520, Summit Business Bay, Near WEH metro station, Andheri E Mumbai 92	022-68249600	Investor.complaints@greenbridge.in

Contact Person	Address	Contact No.	Email ID
----------------	---------	-------------	----------



## Trading

- [Trading Platforms](#)
- [Margin Calculator](#)

## Useful links

- [CDSL eVoting](#)
- [NSDL eVoting](#)
- [Refer & Earn](#)
- [SMART ODR](#)
- [ICCL Client-wise Collateral](#)

## Who we are

- [About Us](#)
- [Investor Relations](#)
- [Work at Arihant](#)
- [Institutional Equities](#)
- [Merchant Banking](#)
- [Corporate Desk](#)

## Connect with us

- [Open an account](#)
- [Invester Charter](#)
- [Contact Us](#)
- [Support](#)
- [Attention Investors](#)
- [Fund Transfer](#)
- [Partner with us](#)
- [Privacy and Security](#)
- [Terms and Conditions](#)
- [Research Disclaimer](#)
- [Disclaimer](#)

**Stay on top of the markets with our bite-sized newsletter delivered right to your Inbox!**



•

•



**#1011 Solitaire Corporate Park, Andheri Ghatkopar Link Road, Chakala,  
Andheri (E), Mumbai - 400093.**

---

Arihant Capital Markets Limited is a SEBI registered stock broker and depository participant. SEBI Registration number: INZ000180939, Member of NSE:07839; BSE :313; NSDL - IN-DP-127-2015 DP ID-IN301983; CDSL DP ID-43000; NCDEX - 01274; MCX - 56565; AMFI - ARN 15114; AMFI-registered Mutual Fund Distributor; ARN registration year - 2004; ARN validity up to- 18/12/2025; SEBI Merchant Banking Reg. No. - MB INM000011070; SEBI Research Analyst Reg. No. - INH000002764. **Registered Address:** 6, Lad colony, Y.N. Road, Indore – 452003. **Corporate office address:** #1011 Solitaire Corporate Park, Andheri Ghatkopar Link Road, Chakala, Andheri (E), Mumbai - 400093.

Please carefully read the risk disclosure document as prescribed by SEBI, as well as the 'Do's and Don'ts' provided by NSE, BSE, NCDEX, and MCX. If you have any complaints related to securities broking, kindly contact us at [complaint@arihantcapital.com](mailto:complaint@arihantcapital.com). For DP-related matters, please reach out to us at [depository@arihantcapital.com](mailto:depository@arihantcapital.com).

If you want to register your complaints through SEBI Score 2.0 Portal please [click here](#). Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, E-mail ID. Benefits: Effective Communication, Speedy redressal of the grievances

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

Disclaimer: Arihant Capital Markets Limited is engaged in client based and proprietary trading on various exchanges.

- **ATTENTION INVESTORS :**
- 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.
- For Stock Broking Transaction 'Prevent unauthorised transactions in your account - update your mobile numbers/email IDs with your stockbrokers. Receive information of your transactions directly from Exchange on your mobile/email at the end of the day.
- For Depository Transaction '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/NSDL on the same day.

- If you are subscribing to an IPO, there is no need to issue cheques. 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.
- Investors should be cautious on unsolicited emails and SMS advising to buy, sell or hold securities and trade only on the basis of informed decision. Investors are advised to invest after conducting appropriate analysis of respective companies and not to blindly follow unfounded rumours, tips etc. Further, you are also requested to share your knowledge or evidence of systemic wrongdoing, potential frauds or unethical behaviour through the anonymous portal facility provided on BSE & NSE website.
- Registration granted by SEBI and certification from NISM in no way guarantee performance of the intermediary or provide any assurance of returns to investors.
- Pay 20% or "var + elm" whichever is higher as upfront margin of the transaction value to trade in cash market segment.
- 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.
- **Risk disclosures on Derivatives:**
- 9 out of 10 individual traders in equity Futures and Options Segment, incurred net losses.
- 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
- **Advisory - Investors :**
- Ensure that pay-out of funds/securities is received in your account within 1 working day from the date of pay-out.
- Register for online applications viz Speed-e and Easiest provided by Depositories for online delivery of securities as an alternative to DDPI/POA.
- Ensure that you receive Contract Notes within 24 hours of your trades and Statement of Account at least once in a quarter from your Stock Broker.
- If you have opted for running account, please ensure that the stock broker settles your account regularly and in any case not later than 90 days (or 30 days if you have opted for 30 days settlement).
- Do not keep funds idle with the Stock Broker.
- Regularly login into your account to verify balances and verify the demat statement received from depositories for correctness.
- Check messages sent by Exchanges on a monthly basis regarding funds and securities balances reported by the trading member and immediately raise a concern if you notice a discrepancy.
- Always keep your contact details viz Mobile number / Email ID updated with the stock broker. You may take up the matter with Stock Broker / Exchange if you are not receiving the messages from Exchange / Depositories regularly.
- If you observe any discrepancies in your account or settlements, immediately take up the same with your stock broker and if the Stock Broker does not respond, with the Exchange/Depositories.

- Beware of fixed/guaranteed/regular returns/ capital protection schemes. Brokers 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 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.
- 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.
- **As per advisory issued by exchanges, while dealing in options, clients/investors shall avoid the following:**
  - 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 unauthorized / unregistered investment advisors and influencers.

**Awareness regarding guidelines of margin collection:**

1) Stock brokers can accept securities as margins from clients only by way of pledge in the depository system w.e.f September 01, 2020.

2) Update your e-mail and phone number with your stock broker / depository participant and receive OTP directly from depository on your e-mail and/or mobile number to create pledge.

3) Check your securities / MF / bonds in the consolidated account statement issued by NSDL/CDSL every month.

Issued in the interest of investors

**Dear Investor** - As you are aware, under the rapidly evolving dynamics of financial markets, it is crucial for investors to remain updated and well-informed about various aspects of investing in securities market. In this connection, please find a link to the BSE Investor Protection Fund website where you will find some useful educative material in the form of text and videos, so as to become an informed investor. [https://www.bseipf.com/investors\\_education.html](https://www.bseipf.com/investors_education.html)

Copyright © 2024 Arihant Capital Markets Ltd. All rights Reserved.

Designed, Developed and Content powered by **CMOTS Infotech** (ISO 9001:2015 certified)