

## Account Opening & Modification

### **Q1 How do I open Indiabulls Securities (formerly Dhani Stocks) trading and demat account online?**

**A1** Indiabulls Securities (formerly Dhani Stocks) online account opening platform is available to Android, iPhone and web users. You will need to download the Indiabulls Securities (formerly Dhani Stocks) App either from [Google Play store](#) or App store.

On opening the Indiabulls Securities (formerly Dhani Stocks) App, you will need to go to the 'signup' page and provide the requisite details for initiating the onboarding process with Indiabulls Securities (formerly Dhani Stocks) Limited.

Link for online account opening for web users: <https://login.dhani.com/?r=https:%2F%2Fstocks-onboarding.dhani.com&s=stocks>

As of now, only individual accounts can be opened online. However, to complete the onboarding process in one go, you will need to ensure that your PAN is linked to Aadhaar.

**Note:**

1. If you already have a Trading/Demat account with another broker, you won't need to re-upload these documents and they will be fetched automatically from the central KYC agency. If you do not have a Demat account with another broker, these documents will be fetched from Digi Locker. For this, Aadhaar needs to be linked with a mobile number.
2. Account categories such as HUF (Hindu Undivided Family), Joint accounts, Company, Trust and LLP (Limited Liability Partnership) are opened only through offline mode.

### **Q2 How long does it take to activate trading account with Indiabulls Securities (formerly Dhani Stocks)?**

**A2** Your trading account will be activated after completion of onboarding process but will be subject to KRA validation. The total time required to open the account can be reduced if the KYC is verified with KRA and the documents submitted are correct. However, you will be able to place trades in your account only when 'Unique Client Code (UCC)' verification has been completed successfully.

### **Q3 What are the brokerage charges for Investing in Stocks/Securities via Indiabulls Securities (formerly Dhani Stocks)?**

**A3** Following table depicts the discount brokerage charges/plan for investing in Stocks/Securities via Indiabulls Securities (formerly Dhani Stocks)-

Type of charges	Description	Charges Applied
Equity delivery	Charged per executed order	Zero Brokerage*
Equity intraday		Rs. 10 per executed order or 2.5% whichever is lower
Equity Futures		Rs. 20 per executed order
Equity Options		Rs. 20 per executed order
Currency Futures		Rs. 20 per executed order
Currency Options		Rs. 20 per executed order
Commodity Futures		Rs. 20 per executed order
Commodity Options		Rs. 20 per executed order

\* Re. 0.01 per order

The above rates are exclusive of transaction charge, Stamp Duty, Securities Transaction Tax, SEBI turnover fees, Investor Protection Fund, Dial N Trade charges<sup>^</sup> and Goods & Service Tax (GST) which will be charged extra at the rate prevailing from time to time.

Indiabulls Securities (formerly Dhani Stocks) also offers a traditional brokerage plan wherein brokerage is charged as a percentage of the transaction's value. Traditional brokerage plan is designed for people who need personalised service / assistance as well as in-depth support with trading.

**Note:** Indiabulls Securities (formerly Dhani Stocks) reserves the right to change the brokerage rate as well as other tariffs from time to time under intimation to client.

**<sup>^</sup> As on date, the Dial N Trade charges levied by Indiabulls Securities (formerly Dhani Stocks) is Rs. 15/- plus GST.**

**Q4 What the annual maintenance charges (AMC) that are applicable are on the demat account held with Indiabulls Securities (formerly Dhani Stocks)?**

**A4** Annual Maintenance Charges (AMC) is the fee you pay to maintain your Demat account with Indiabulls Securities (formerly Dhani Stocks). It is a fixed fee that is paid every year/month/quarter as per your account opening plan and date of opening an account. It is applicable whether or not you have a trading account with Indiabulls Securities (formerly Dhani Stocks). No AMC charges is levied for the first year of opening of account.

Annual Maintenance Charges (AMC) for regular accounts i.e. non- BSDA (Basic Service Demat Account) accounts is as under:

1. AMC Charges (Individuals) : Rs 300/- plus applicable GST
2. AMC Charges (Non-individuals) : Rs. 1000/- plus applicable GST

Following table depicts the AMC charges for Basic Service Demat Account (BSDA):

1. Value of Holdings in the Demat Account (Debt as well as other than debt securities combined) up to Rs. 4,00,000/- → Nil
2. Value of Holdings in the Demat Account (Debt as well as other than debt securities combined) is more than Rs 4,00,000/- but up to Rs. 10,00,000/- → Rs. 100/- plus applicable GST

**Note:** If on any date the Beneficial Owner (i.e. the client) ceases to meet the eligibility criteria for BSDA, then normal charges as mentioned above will be levied.

**Q5 What is the User ID to login to Indiabulls Securities (formerly Dhani Stocks) trading platform?**

**A5** The user ID to log in to Indiabulls Securities (formerly Dhani Stocks) trading platform, is emailed on your registered email id. You will receive this email from the email id [welcomestocks@dhani.com](mailto:welcomestocks@dhani.com)

**Q6 Can I have multiple demat & bank accounts linked to my trading account?**

**A6** Yes, you can link multiple Demat accounts & bank accounts to your trading account.

However, you can link only 1 bank account to your demat account to receive cash corporate benefit (i.e. Dividend / interest / redemption amount etc. on the shares / bonds / mutual fund units etc. available in your demat account. The provision to add multiple bank accounts is under Mobile application >> Login >> Dashboard >> Profile >> Bank Details >> Add New Bank Account >> Follow the onscreen instructions.

**Q7 What if my mobile number is not linked to my Aadhaar Number?**

**A7** Mobile number is needed to be linked to Aadhaar number for receiving OTP for e-signing documents. You may either mention the mobile number that is linked to Aadhaar number or choose an Aadhaar number that is linked to any accessible mobile number, where you can receive the OTP to e-sign.

In case no mobile number is linked to Aadhaar Number, then you will need to follow offline account opening process. For further details in this regards you may contact our customer care desk at 022-61446300 or at [helpdesk@dhani.com](mailto:helpdesk@dhani.com).

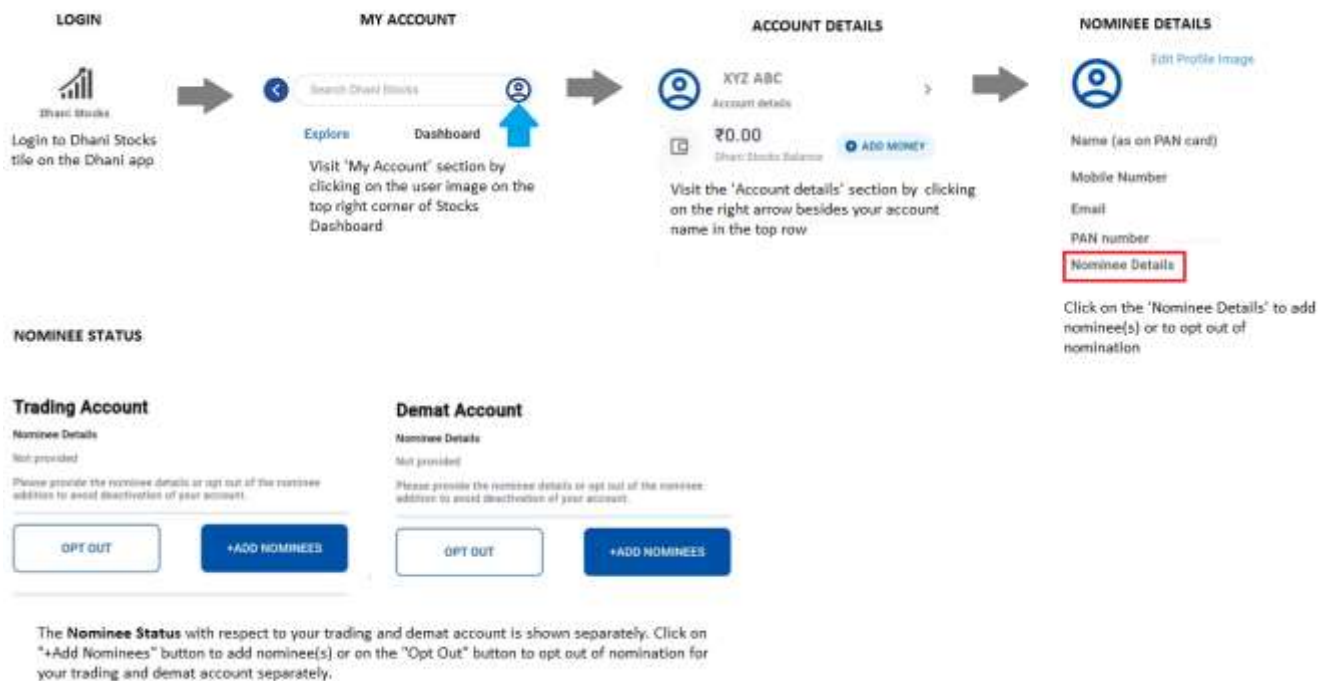
**Q8 What is the procedure to change or add Nominee in your Indiabulls Securities (formerly Dhani Stocks) Trading & Demat account?**

**A8** As per the regulatory guidelines, it is now mandatory for all demat account holders to update the nomination details in their demat account.

You can update the details of your nominee or by give your consent to opt out nomination, by following the procedure mentioned below. However, as per current regulatory guidelines, with effect from January 1, 2024, you will not be able to transact via your demat account held with Indiabulls Securities (formerly Dhani Stocks) if nominee is not updated in your demat account.

**Option 1: Dhani App (To add a nominee or opt out of nomination)**

On logging in the Dhani stock tile in the app, you can click on "Proceed" button on the nominee banner or alternatively follow the below steps:-



### Option 2: Send Email (opt out only)

You can opt out from adding a nominee in the above mentioned demat account by sending a mail to [dsl\\_nominee@dhani.com](mailto:dsl_nominee@dhani.com) from your registered mail ID mentioning the below text:

*"I / We hereby confirm that I / We do not wish to appoint any nominee(s) in my / our demat account and understand the issues involved in non-appointment of nominee(s) and further are aware that in case of death of all the account holder(s), my / our legal heirs would need to submit all the requisite documents / information for claiming of assets held in my / our trading / demat account, which may also include documents issued by Court or other such competent authority, based on the value of assets held in the trading / demat account."*

Note: in case you intend to choose to opt-out of nomination, then, in the event of your death, your legal heirs will compulsorily need to follow additional procedure, which may be time consuming and tedious. Hence, it is in your best interest to add a nominee in the aforesaid account. Further, please note that you can register a maximum of 3 nominees in your demat account and also define nominee wise percentage, as desired by you.

### Option 3: Submitting Nominee updation form to Head Office:

You may also get the nominee details updated in the aforesaid account by submitting the duly filled and signed **Nomination updation form** to the following address: **Indiabulls Securities (formerly Dhani Stocks) Limited, Depository Division, Plot no. 108, 5th Floor, IT Park, Udyog Vihar, Phase - I, Gurugram - 122016, Haryana.**

**Q9 What does KYC/KRA status means, and how to check it?**

**A9** SEBI has directed the stock exchanges to upload all client information, obtained through the KYC process, to the KRA agency. This agency serves as the central repository for client data across various brokers. Opening a new account is only possible if the data has been uploaded and successfully verified/registered with the KRA agency. To check the real-time status of KYC data, please follow these steps:

1. Visit the website of the respective KRA i.e. CVL (<https://www.cvlkra.com/kycpaninquiry.aspx> ), NDML ([https://kra.ndml.in/kra-web/jsps/pos/KYCClientInquiry\\_NEW.jsp](https://kra.ndml.in/kra-web/jsps/pos/KYCClientInquiry_NEW.jsp)), NSE (<https://www.nsekra.com/> ), CAMS (<https://camskra.com/> ) (based on the KRA with which your details are registered)
2. Click on KYC Enquiry
3. Enter your PAN number, input the captcha, and click Submit to fetch the status.

Status	What does it signify	What steps should be taken
Registered	KYC is registered successfully	No Action Required
Under process	This status indicates that the account was recently opened and it takes approximately 3 days for the KYC to be updated	Please wait for the KYC process to be completed
On-hold or rejected	This status appears when the existing broker did not update the details with accurate information and documents	Submit a new KYC form along with supporting documents such as a self-attested PAN copy and address proof

**Q10 What is a Basic Service Demat Account (BSDA) and how can one be opened with Indiabulls Securities (formerly Dhani Stocks)?**

**A10** Basic Service Demat Account (BSDA) is a special category of demat account which can be opened / held only by individual investors.

Eligibility criteria for an account to be categorised as a BSDA account:

1. Only one account can be opened / held under BSDA Category, where the investor is a first / sole holder.
2. First /sole holder should not have any other demat account with him/her as the first / sole holder across depositories (NSDL/CDSL)
3. The value of the securities held in the demat account shall not exceed **Rs. ten lakhs** at any point of time.

Demat accounts fulfilling the above mentioned criteria are automatically converted to BSDA accounts by the depositories and intimated to Depository Participant (DP).

**Q11 Can an investor’s existing demat account be converted to BSDA category?**

**A11** Existing demat account can be converted to BSDA subject to fulfilling the below criteria and maintaining it at all times.

1. You have opened only one demat account via the same PAN across all depositories (NSDL/CDSL) wherein he/she is the sole/first holder.

2. Value of securities held in the demat account does not exceed Rs. 10 Lakhs at any point of time.

**Q.12 What is DDPI? What is the purpose of it? How to opt for it?**

**A12** DDPI is required in favour of the broker to fulfil payin and margin obligations at the Exchange level on behalf of the client.

When the clients sell the shares available in the demat account, we as a broker need to provide shares to the exchange to fulfil the pay-in obligation; hence we need an authority in writing from client to move/pledge shares from his demat account to meet his payin/margin obligation. Client has to execute DDPI agreement wherein he authorise its broker to move share from his demat account to meet his pay in obligation and/or pledge shares to meet his margin obligation. The submission of DDPI is optional. Clients can use the e-DIS services if he does not wants to execute DDPI agreement.

The provision to opt for the DDPI is now made available in our new mobile application.

The path is as follows: Mobile application >> Login >> Dashboard >> Profile >> Click on your name >> Demat Authorisation >> Opt for DDPI >> Continue to e-sign and follow the onscreen instructions.

**Note:** Joint demat accounts cannot opt for the DDPI facility online via Indiabulls Securities (formerly Dhani Stocks) mobile application. You will need to submit the DDPI agreement in physical form to the below address for getting your DDPI request processed with us - *Indiabulls Securities (formerly Dhani Stocks) Limited, Depository Division, Plot no. 108, 5th Floor, IT Park, Udyog Vihar, Phase - I, Gurugram - 122016, Haryana.*

**Q.13 What is the TAT for DDPI activation?**

**A13** DDPI is activated within 24 – 48 working hours after receipt of DDPI activation request. However, the securities payin / Margin pledge instruction can be process by broker from next day onward after liking / updation of DDPI in your demat account as it is depended upon liking of POA / DDPI between Beneficiary Owner (BO) and Clearing Member (CM) account by depository (i.e. NSDL and CDSL). Depository used to link the POA / DDPI between BO and CM account on next of updation of DDPI in depository system.

**Q.14 How can I check whether or not DDPI is enabled in my demat account?**

**A14** You may login to Indiabulls Securities (formerly Dhani Stocks) mobile app and follow the below path to know whether or not DDPI is enabled in your demat account.

*Mobile application >> Login >> Dashboard >> Profile >> Click on your name >> Demat Authorisation.*

**Note:** Joint demat accounts cannot opt for the DDPI facility online via Indiabulls Securities (formerly Dhani Stocks) mobile application. You will need to submit the DDPI agreement in physical form to the below address for getting your DDPI request processed with us - *Indiabulls Securities (formerly Dhani Stocks) Limited, Depository Division, Plot no. 108, 5th Floor, IT Park, Udyog Vihar, Phase - I, Gurugram - 122016, Haryana.*

In case DDPI is enabled in your account, then the status of Demat authorisation will reflect as “DDPI/POA – Present”. Alternatively, you may mark a mail from your registered email id to [helpdesk@dhani.com](mailto:helpdesk@dhani.com) and request for “Client Master for Demat account XXXXX”.

**In case your demat account is with NSDL**, DDPI/POA status will reflect under ‘financial details’ tab in client master.

**In case your demat account is with CDSL**, DDPI/POA status will reflect under the head ‘POA details’ wherein, if POA/DDPI is activated your demat account, details of ‘Indiabulls Securities (formerly Dhani Stocks) Limited’ will reflect under the column ‘POA Name’.

**Q.15 How can I update the income details in my trading account online?**

**A15** You may update your latest income details online by following the below steps -

1. Visit <https://epartner.dhanistocks.com/CaptureClientPortal/CaptureClient/CaptureClientIncome>
2. Enter your UCC ID and click on generate OTP
3. Enter the OTP received on your registered email id / mobile number
4. Select the income range as applicable for you and click on submit.
5. Once you click on submit, your income details will be updated in our records

**Q.16 I am having a trading account with Indiabulls Securities (formerly Dhani Stocks) Limited, however, in my account Electronic Contract Note (ECN) facility is not activated as on date.**

**16-a) What are the benefits I will get if I opt for ECN facility?**

**A16-a.** The benefits for availing "Electronic Contract Notes on E-mail" facility are as under:

- **Fast & easy access to Contract Notes:** You would receive digitally signed contract notes on your E-mail ID within 24 hours of trade execution.
- **Password Protected:** The ECN would be password protected such that it is accessible by you (the client) only.
- **Environment Friendly:** Your enrolment for this facility would ensure that together we save on precious paper and help in preserving the environment.
- **Absolutely free of Cost:** Indiabulls Securities (formerly Dhani Stocks) Limited is offering this facility to its customers absolutely free of cost.

**16-b) What is the procedure to activate the same?**

A16-b You can opt for "Electronic Contract Notes on E-mail" facility by sending an email to [helpdesk@dhani.com](mailto:helpdesk@dhani.com) from your registered email id, requesting to activate the ECN facility. Post registering for ECN facility, you will start receiving contract notes on your registered email id.

**16-c) I do not wish to opt for the same and want to continue receiving contract note in hard copy. Are there any charges that will be levied in this regards?**

A16-c In case you do not opt for ECN facility, then you will receive contract notes in hard copy at your registered address. For availing this facility, you will be charged a nominal amount of Rs. 50/- (excluding GST) per dispatch for each contract note sent to you in hard copy.

**Q17 What is the procedure to change / update email id and mobile number online in my Indiabulls Securities (formerly Dhani Stocks) trading account?**

A17 Email id and mobile number can be updated online, by logging to the Indiabulls Securities (formerly Dhani Stocks) App.

Post Login, follow the following steps: *Click on More >> Click on your name on the top >> Account Details*

Alternatively, you may also submit the KYC updation form along with supporting documents to the following address – **Indiabulls Securities (formerly Dhani Stocks) Limited, Plot No. 108, 5th Floor, IT Park, Phase I, Udyog Vihar, Gurugram - 122016, Haryana**

KYC updation form may be downloaded from Indiabulls Securities (formerly Dhani Stocks) website via the following links –

1. For Individual accounts – <https://tinyurl.com/3sdu8a3w>
2. For non-individual accounts - <https://tinyurl.com/2nrdzz7x>

## Funds Transfer

**Q1 How can I add funds to my Indiabulls Securities (formerly Dhani Stocks) trading account?**

A1 You may add/transfer funds to your Indiabulls Securities (formerly Dhani Stocks) trading account from your registered / linked bank account via different modes –

1. Net Banking
2. NEFT/RTGS/IMPS
3. UPI transfer
4. Cheque
5. UPI

**Netbanking:** Netbanking or Internet banking is an electronic payment system that enables you to transfer funds in real-time directly to Indiabulls Securities (formerly Dhani Stocks).



**UPI transfer:** Enter your UPI ID and a payment request will be received on your UPI app. Once you accept this request, the amount will be credited to your account instantly.

**NEFT/RTGS/IMPS:** Log in to your registered bank account with Indiabulls Securities (formerly Dhani Stocks) and enter the details to transfer funds via NEFT/RTGS/IMPS.

**Cheque:** you need to draw a cheque from the bank account which is linked to your trading account. The cheque needs to be in favour of “Dhani Stocks Limited”. The cheque needs to be sent to “**Indiabulls Securities (formerly Dhani Stocks) Limited, Funds Department, Plot no. 108, 5<sup>th</sup> Floor, IT Park, Udyog Vihar, Phase - I, Gurugram - 122016, Haryana.**”

Note: Cheques are accepted as long as they are coming from the same bank account registered with “Indiabulls Securities (formerly Dhani Stocks)”.

Please note that Indiabulls Securities (formerly Dhani Stocks) Limited is permitted to receive money from investor/clients through designated bank accounts only named as Upstreaming Client Nodal Bank Account (USCNBA). Indiabulls Securities (formerly Dhani Stocks) 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](#)”.

Bank Account Number	Bank Name	IFSC Code	Remarks
000705015235	ICICI Bank	ICIC0000007	
00030340011813	HDFC Bank	HDFC0000003	
007010200041131	Axis Bank	UTIB0000007	
05982340006475	HDFC Bank	HDFC0000598	
57500000466034	HDFC Bank	HDFC0000003	
00030340062928	HDFC Bank	HDFC0000003	
011102000066787	IDBI Bank	IBKL0000011	
000183000002470	Yes Bank	YESB0000001	
57500000472827	HDFC Bank	HDFC0000003	
919020077018619	Axis Bank	UTIB0001359	Bank account used for NRI clients

## Q2. How can I withdraw funds from my Indiabulls Securities (formerly Dhani Stocks) trading account?

**A2.** Funds withdrawal can be requested through the following channels

- Online mode:** You can login to your Indiabulls Securities (formerly Dhani Stocks) account and request for withdrawal of funds. Select the following option: **Client Instructions > Equity/CDS/Commodity > Withdraw Funds OR Mobile Application >> Login >> Dashboard >> Add Money >> Withdraw Funds.**  
In the window that opens you must enter the amount to be withdrawn and the bank in which you wish the funds to be received.
- Offline Mode:** You can place the withdrawal request with your branch/Relationship Manager or also mark a mail from your registered email id to our customer care desk at [helpdesk@dhani.com](mailto:helpdesk@dhani.com) .

**Note:**

1. Funds can only be withdrawn for credit in your bank account which is updated/linked to your Indiabulls Securities (formerly Dhani Stocks) trading account.
2. You can withdraw only the balance available in your account i.e. total credit less any pending obligations/block position etc.
3. The cut off time is 2:00 P.M. i.e. all withdrawal instructions entered by you after 2:00 P.M. are processed on the next working day.

**Note:** For withdrawal requests placed prior to 2:00 P.M. on a working day, funds will be credited to your bank account on the same day.

**Q3. I have requested for funds withdrawal from my trading account. The funds have been debited from my trading account but have not yet been credited in my bank account?**

**A3** The funds debited from your account are directly credited to your bank account.

However, if after 3 days of amount being debited from your trading account, the funds have not been credited to your bank account, then you can get in touch with our Customer Care Desk at 022-61446300 or at [helpdesk@dhani.com](mailto:helpdesk@dhani.com) for seeking resolution in the matter.

**Q4** When will the fund transferred (from my linked bank account) to Indiabulls Securities (formerly Dhani Stocks) bank account be considered as margin/collateral for the trading purpose?

**A4** Below table reflects the timeline regarding reflection of updated/enhanced funds balance w.r.t. funds transferred to Indiabulls Securities (formerly Dhani Stocks) trading account -

Time frame for funds transfer	Detail
Funds transferred between 8:30 AM to 4:00 PM on Trading Day	Enhanced margin / Collateral balance will reflect instantly, subject to payment transaction being successful.
Funds transferred after 4:00 PM on any given day	Status for Enhanced margin / Collateral balance will be shown as pending. The enhanced funds / collateral balance will be updated before the beginning of the next trading day.

### Order Types and Trading

**Q1 What are the types of orders available on Dhani App?**

**A1** Indiabulls Securities (formerly Dhani Stocks) supports following order types –

1. Market Order: It is an order to buy/sell a stock immediately, but the execution price will be at or near the ask price (for buy orders) and current bid (for sell orders).
2. Limit Order: An order to buy/sell a stock at a specific price or lower (for buy orders) and higher (for sell orders).
3. After Market Order (AMO) - AMO is an order type that can be used to place orders outside of regular trading hours and is executed once the market opens. AMOs are especially useful for users who cannot

actively track the markets during regular trading hours. Customer can place AMO order any time between 5:15 pm after the closer of market till 8:45 am next trading day.

**Q2 What is meant by the term 'settlement cycle?'**

A2 The settlement cycle is the time required for a trade to be settled. On Indian exchanges, the settlement cycle for all traded **instruments** is T+1 day, with T representing the trading day.  
If there is a settlement holiday, the settlement process will take additional day(s).

**Q3 What is a Settlement Holiday?**

A3 Settlement holiday means a day when the stock markets & depositories are open, but settlement of trades (i.e. pay-in and pay-out activities) does not take place as per the usual T+1 cycle.

**Q4 When does settlement happen in case of short delivery?**

A4 Settlement in case of short delivery usually happens on T+2 day.

If the exchange is unable to purchase the shares in the auction from the market then the price at which the transaction is settled to the trading account, known as the close-out price, is generally higher of the two mentioned below -

- The highest price of the stock between the trading day and the auction day
- The closing price on the auction day plus 20%

**Q5 Why are the purchased shares not visible in the holdings?**

A5 The most common reason for non-visibility of the shares that are purchased but are not visible in the holdings is that the 'purchased shares has not been received due to short-delivery'.

In a normal scenario, when the shares are purchased they are delivered on T+1 day. When the shares are short-delivered, it means that the seller of the shares defaulted on the settlement of shares. In such cases, the exchange holds an auction for the same quantity of shares and delivers it to the buyer and are shown in the holding of the client on T+3, after receipt of shares from the exchange.

Further, intimation of the securities payout shortages is also sent at the registered email ID of the respective client.

**[Stock Investing Tips/Advisory](#)**

**Q1 Does Indiabulls Securities (formerly Dhani Stocks) provide any Stock Investing Tips/Advice?**

A1 Indiabulls Securities (formerly Dhani Stocks) does not give any advisory/recommendations to buy/sell any stocks.

**[Transfer of Shares](#)**

**Q1 How do I transfers to other demat account?**

**A1** Shares can be transferred from the Indiabulls Securities (formerly Dhani Stocks) demat account to another demat account through off market transfer process. To initiate the process, the client will have to submit the DIS (Delivery Instruction Slip) duly filled and executed by all demat account holders / authorised signatory(ies) and to obtain the same the individual single / sole holder client can mail us from their registered mail id on [helpdesk@dhani.com](mailto:helpdesk@dhani.com) for the DIS Booklet.

The Non-individual clients (i.e. Corporate / HUF / Trust etc.) will have to submit the Requisition form (<https://www.dhanistocks.com/download-forms> ) to the head office along with the valid proof/documents mentioned on the form.

Alternatively, clients can also transfer the shares online through Easiest facility (CDSL account Holders only). To mitigate the risk of broker the online transfer facility is provided the clients who have not updated -the DDPI / POA in favour of Indiabulls Securities (formerly Dhani Stocks) Limited.

**Note: All instructions for transfer must be received in physical form from the clients.**

**Charges:** Charges will be levied on the execution of the DIS Slips, below are the charges:

Transfer within Indiabulls Securities (formerly Dhani Stocks) Limited (Rs. 20/- or 0.02% of the transaction value (whichever is higher)

Transfer outside Indiabulls Securities (formerly Dhani Stocks) Limited (Rs. 30/- or 0.03% of the transaction value (whichever is higher)

## Account Closure

**Q1 How to close demat and trading account of Dhani Stock Limited?**

**A1** Account can be closed in two ways as mentioned below:

**Sending an e-mail:** you can mail us at [helpdesk@dhani.com](mailto:helpdesk@dhani.com) from your registered mail id mentioning the trading and demat account number along with the reason for account closure, only if there are no holdings lying/present in your demat account and there are no outstanding dues in your trading and demat account.

**Submitting account closure form in hard copy (physical form):** you can also send physical [account closure form](#) in case of nil holdings and dues. In case of holdings present in the client's demat account, we require the account closure form (<https://www.dhanistocks.com/download-forms> >> Closing your account) along with Target Demat account Client Master List to transfer the shares to the target Demat account. The Client Master List should have round DP Stamp & authorized person's signature of counter DP. The closure cum transfer process is used for self-transfers and not to transfer securities to a different person. If the shares are transferred between joint accounts, the sequence of the primary and the secondary account holder in the existing account and the Dhani account must be the same.

**Online:** The provision to close the account through online mode has been provided only in the mobile application under Mobile Application >> Login >> Dashboard >> Profile >> Click on your name >> Close Account >> Mention the reason for account closure >> Confirm and Close Account.

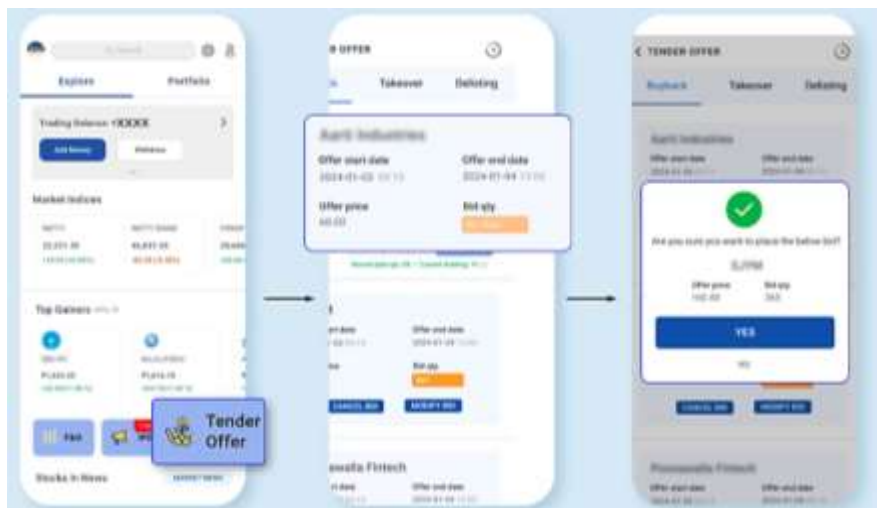
**Note:**

1. Securities can be transferred through the CML (Client Master List) only within the same Beneficiary Owner (BO) status, i.e., they can be transferred only from an individual account to an individual account and not from an individual account to a joint account or NRI or HUF account and vice versa.
2. It is mandatory to clear debit balance before applying for closure of account.
3. If the ISIN of the shares lying in your demat account is active (tradable stocks) then the shares can be transferred to the target demat account as per the above-mentioned criteria.
4. If the ISIN of the shares lying in clients demat account is inactive (not tradable stocks) then the shares can be rematerialized by coordinating with the respective company’s RTA. Also, in such case CDSL demat account holders account status will be changed to ‘TO BE CLOSED’ but in case of NSDL demat account holders, the account will remain active.
5. Please ensure to return any unused Delivery Instruction booklet Slips to DSL at the following address - **Indiabulls Securities (formerly Dhani Stocks) Limited, Depository Division, Plot no. 108, 5th Floor, IT Park, Udyog Vihar, Phase - I, Gurugram - 122016, Haryana**

**Participation in Tender Offer**

**Q1 Can I participate in the various tender offers via Indiabulls Securities (formerly Dhani Stocks) App?**

**A1** Yes, you can participate in the various tender offers via Indiabulls Securities (formerly Dhani Stocks) App. Some of the tender offers in which you can participate include Buyback, Takeover and Delisting. The path to access the same via Indiabulls Securities (formerly Dhani Stocks) App is as follows: **Login to Indiabulls Securities (formerly Dhani Stocks) App → Explore → Tender Offer → Follow the onscreen instructions**



**Q2. What is meant by Tender Offer?**

**A2.** A tender offer is a type of offer wherein a company proposes to pay a higher price to its shareholders in exchange for a predetermined number of shares. The company makes an offer to buy back its shares at a particular price (offer price) at which the shareholders can tender, i.e., sell their shares. Shareholders may opt to accept or reject the offer, and the offer usually includes a deadline by which they must do so.

Investors have the option to submit a request to sell a percentage of shares or all the shares of the company held by them at a price higher than the current market price. The share buyback price is pre-decided by the company. For every share tendered, the amount is credited to the client's primary bank account linked to his/her/its demat account. Client can apply for more shares than his/her/its entitlement or eligibility. However, if more shares are tendered than the entitlement, the acceptance of these additional shares for buyback is subject to the acceptance ratio determined by the company. Any shares not accepted will be returned to the demat account by the RTA. The client can participate in buyback maximum up to the quantity available in clients demat account as on record date else the application of buyback will be rejected by respective registrar or company.

**Q3. What are the types of Issues on which Tender offer mechanism is applicable?**

A3. Tender offer mechanism is applicable on following 3 types Issues –

1. Buyback
2. Takeover
3. Delisting

**Q4. Till what time can I submit a bid for Tender Offer?**

A4. You can submit bid till 1 PM on the offer closing date.

**Q5. I want to participate in Tender offer of a particular stock but it is not visible in the list?**

A5. All Tender offer stocks are not visible to everyone. Only those stocks that you are holding in your demat account held with Indiabulls Securities (formerly Dhani Stocks) as on date or as on Record date will be visible, if there is any ongoing tender offer in them.

**Q6. What is meant by Record Date?**

A6. Record date, also known as the cut-off date, is the specific day on which a company finalises the list of shareholders eligible for its forthcoming corporate action.

The record date is when the company checks its records to identify the eligible shareholders for a corporate action. Shareholders holding the shares in their demat accounts on the record date are eligible for corporate actions such as entitlement of rights shares, bonus shares, stock splits, dividends, tender offer, buyback etc.

**Q7. Can I Modify/Cancel the Bids which I have placed earlier?**

A7. Yes, you can modify your bid until it is processed by our team. Once the bid is processed, you can only cancel your bid and subsequently place a new bid. Please note Modification & Cancellation is not allowed in Takeover. It may be noted that it is compulsory to make Securities early payin (EPN) to place bid on exchange platform so once the EPN is done the shares will be blocked till the settlement date and will not be available for trade even if the bid is modified or cancelled

**Q8. My Holdings got reduced after I placed the Tender Offer, Is this expected?**

A8. Yes, this is expected. Once the Bid is placed your shares are marked for Early pay-in due to which those shares get blocked and will not be visible in your holdings from next day

## Margin Trading Facility (MTF) Pledge

### **Q1 What is MTF Pledge?**

A1 It is a mandatory process introduced by SEBI. When you buy shares under Margin Trading Facility (MTF), you have to pledge those shares on the same day to continue holding the position under MTF. In case the shares are not pledged on the same day or there is margin shortfall, your position will be automatically squared off. This facility is available for the pledged shares only, for the shares bought under MTF.

### **Q2 Who is eligible to opt for the MTF facility?**

A2 All clients (other than closed accounts) are eligible to avail MTF facility.

### **Q3 What is the process to activate MTF facility in my trading account?**

A3 MTF facility is only available to those clients who have given POA / DDPI in favour of Indiabulls Securities (formerly Dhani Stocks) Limited.

This can be done via either of the following options –

1. Client needs send an email from his/her/its registered email id to [helpdesk@dhani.com](mailto:helpdesk@dhani.com), requesting to activate Margin Trading (MT) permission in his/her/its account.

Alternatively, request for activating Margin Trading (MT) permission can also be placed via Indiabulls Securities (formerly Dhani Stocks) App via the following path –

*Mobile application >> Login >> Dashboard >> Profile >> Click on your name >> Margin Trading Facility.*

2. MT permission is activated on next working day.
3. This facility is only available to those clients who have given POA / DDPI in favour of Indiabulls Securities (formerly Dhani Stocks) Limited.

**Note:** Clients who have not given DDPI / POA in favour of Indiabulls Securities (formerly Dhani Stocks) Limited but wish to avail MTF Facility will first need to give DDPI / POA in favour of Indiabulls Securities (formerly Dhani Stocks) Limited. Post that, they can request for activating MTF Facility in their account.

### **Q4 What is the process to deactivate MTF facility in my demat account?**

A4 Any client who wishes to opt out of MTF facility can do so via either of the following options –

1. Client needs send an email from his/her/its registered email id to [helpdesk@dhani.com](mailto:helpdesk@dhani.com), requesting to deactivate Margin Trading (MT) permission in his/her/its account.

Alternatively, request for deactivation of Margin Trading (MT) permission can also be placed via Indiabulls Securities (formerly Dhani Stocks) App via the following path –

*Mobile application >> Login >> Dashboard >> Profile >> Click on your name >> Margin Trading Facility.*

2. MT permission shall be de-activated on next working day.

### **Q5 How will I get to know that MTF Facility has been activated / deactivated in my demat account?**

A5 One can get to know that MTF pledge facility has been activated/deactivated in the demat account via either of the following options –

1. Sending an email from his/her/its registered email id to [helpdesk@dhani.com](mailto:helpdesk@dhani.com) to know the status of MTF facility.
2. Checking the same on Indiabulls Securities (formerly Dhani Stocks) App via the following path – *Mobile application >> Login >> Dashboard >> Profile >> Click on your name >> Margin Trading Facility.*
3. On PIB (Power Indiabulls) – If the MTF facility is active, its status will reflect as ‘Y’. If MTF facility is deactivated, its status will reflect as ‘N’.

**Q6 What is the ‘Turn Around Time’ (TAT) for activation / deactivation of MTF facility?**

A6 TAT for activation / deactivation of MTF facility is 24 – 48 working hours after receipt of request for activation / deactivation

## Mutual Funds

**Q1 What is a Mutual Fund?**

**A1** Mutual Fund is an investment vehicle that pools the savings of a number of investors and invests them in a variety of different financial instruments, or securities. The income earned through these investments and the capital appreciation realised by the scheme are shared by its unit holders in proportion to the number of units owned by them.

Mutual Funds can thus be considered as financial intermediaries in the investment business that collect funds from the public and invest on behalf of the investors. The losses and gains accrue to the investors only. The investment objectives outlined by a Mutual Fund in its prospectus are binding on the Mutual Fund scheme. The investment objectives specify the class of securities a Mutual Fund can invest in. Mutual Funds invest in various asset classes like equity, bonds, debentures, commercial paper and government securities.

**Q2 What is a Folio Number?**

**A2** A folio number is a unique identification number assigned by an Asset Management Company (AMC) when you invest in a mutual fund. This alphanumeric code is linked to your Permanent Account Number (PAN), which is essential for Know Your Customer (KYC) verification during the investment process. However, today most Mutual Funds allot a Master Folio number, such that Unit holdings of a unit holder (or same set of unit holders, in case of joint holders) are shown under a common folio number thereby avoiding the need to remember multiple folio numbers

**Q3 What is an Asset Management Company?**

**A3** An Asset Management Company (AMC) is a highly regulated organisation that pools money from investors and invests the same in a portfolio. An Asset Management Company (AMC) is a firm that invests the funds pooled from individual investors in securities with the objective of optimal return for investors in exchange for a fee. AMC maintains the diversity of portfolio by investing in both high-risk and low-risk securities such as stock, debt, real- estate, shares, bonds, pension funds, etc.



Factors such as industry risk, market risk, return risk, political risk are considered before selecting any security to meet the return on investment targets. For example, a debt fund invests in bonds and risk-free Government bonds to maintain the minimum risk. On the other side, an equity-oriented fund will invest in shares and stocks with high risk and high return.

**Q4 What are the benefits of investing in mutual funds?**

**A4** The benefits of investing in mutual funds are as under –

1. **Professional Management:** A mutual fund is managed by full-time, professional money managers who have the expertise, experience and resources to actively buy, sell, and monitor investments. A fund manager continuously monitors investments and rebalances the portfolio accordingly to meet the scheme's objectives.
2. **Risk Diversification:** By diversifying their investments in mutual funds, investors can reduce their exposure to one single asset or market. Diversification of investment across securities and asset categories such as equity, debt and gold helps in spreading the risk. This is beneficial when an underlying security of a given mutual fund scheme experiences volatility. With diversification, the risk associated with one asset class is countered by the other asset classes. Thus, if the value of one investment category in the portfolio decreases in value, other investments may not be impacted and may even increase in value.
3. **Affordability & Convenience (Invest Small Amounts)** — for most investors, it is costly to directly purchase the individual securities held by a single mutual fund. By contrast, the minimum initial investments for most mutual funds are more affordable. Minimum investment in lump-sum investments is as low as Rs. 100/- and minimum investment in SIP (Systematic Investment Plan) is Rs. 500/- with no stringent upper limit.
4. **Liquidity:** You can easily redeem (liquidate) units of open ended mutual fund schemes to meet your financial needs such that on redemption, the redemption amount is credited in your bank account. This process is done within 1-4 days, depending upon the type of scheme e.g., in respect of Liquid Funds and Overnight Funds, the redemption amount is paid out the next business day. However, close-ended mutual fund schemes can be redeemed only on maturity. Likewise, units of Equity Linked Saving Scheme (ELSS) have a 3-year lock-in period and can be liquidated only thereafter.
5. **Tax Benefits** — Investing in MFs can also earn Tax benefits to investors. Certain types of funds such as investment up to Rs. 1.5 Lacs in ELSS, are eligible for tax benefit under section 80C of the Income Tax Act, 1961.

**Q5 Who should invest in Mutual Funds?**

**A5** Mutual funds may be a good investment for anyone looking for diversification in their portfolios. However, mutual fund investment is beneficial to investors who:

- Lack the knowledge or skill / experience of investing in stock markets directly.
- Want to grow their wealth, but do not have the inclination or time to research the stock market.
- Wish to invest only small amounts

**Q6 What are the factors that influence the performance of Mutual Funds?**

- A6** The performances of Mutual funds are directly influenced by the performance of the stock market and also the economy as a whole.
- **Equity Funds** are influenced to a large extent by the stock market. The stock market in turn is influenced by the performance of the companies as well as the economy as a whole.
  - **Sector funds** depends to a large extent on the companies within that sector.
  - **Debt Funds** are influenced by interest rates and credit quality. As interest rates rise, bond prices fall, and vice versa. Similarly, debt funds with higher credit ratings are less influenced by changes in the economy.

**Q7 Is there any lock-in period for investment in mutual fund units?**

- A7** There is no lock-in period in the case of open-ended funds. However, in the case of tax saving funds i.e. ELSS Funds, there is a lock-in period of 3 years from the date of allotment of units.

**Q8 What is SIP mandate?**

- A8** A mandate is a consent given by you (the investor) to Indiabulls Securities (formerly Dhani Stocks) to deduct the SIP amount from your bank account automatically on the SIP date. Currently our system or application shows that maximum SIP limit mandate is Rs 100,000/- even for those cases wherein the SIP monthly instalment exceeds the said amount i.e. Rs. 100,000/-. Please note that the actual SIP deduction will be done as per the SIP opted.