

IndusInd Bank Ltd. is offering various type of demat services.

- Account opening
- Dematerialization of securities
- Transfer of securities
- Pledge services
- Freezing and un-freezing the depository account
- Nomination facility
- Mutual Fund services
- Settling of death claims, if any in a faster mode

Important points to advise clients on : -

- Register for internet based facility 'IDeAS' with NSDL and 'easi' with CDSL to monitor your demat account.
- Register for SMS Alert facility – TRADES in NSDL and SMART in CDSL and obtain alerts for any debits or credits due to corporate action in your demat account.
- Always mention the details like ISIN, number of securities accurately on the DIS. In case of any queries, please contact your DP or broker.
- Sign on the DIS and strike out any blank space on the slip. Branches to ensure this
- Submit the DIS ahead of the delivery date for all type of market transactions. DIS can be issued with a future execution date and any corrections on the DIS should be counter-signed by all the account holder(s).
- Intimate any change in contact details like your name, PAN, mobile number, email address, correspondence/permanent address, annual income, bank account details to your DP immediately.
- Before granting Power of Attorney (POA) to anyone to operate your demat account, carefully examine the scope & implications of powers being granted.
- The demat account has a nomination facility and it is advisable for clients to always appoint a nominee.
- Ensure that your KYC details are registered with KRA and CKYCR agencies. In case of any queries, please contact your DP or broker.
- Do validation of mobile & email id once intimation received from KRA agency. (who is to do this ?)
- Mobile number should be linked with Aadhaar number. You may visit the Section 'Quick Links' at the Income Tax website (www.incometax.gov.in) and get your PAN linked with Aadhaar.
- All forms like AOF, DRF, DIS, Pledge, KYC, etc. are filled in all aspects and client(s) has duly put his signature on such requests as per the demat records. Branches to ensure this
- Demat AOFs should be accompanied with the copy of the PAN, ID and Address Proof of the Client(s). All such documents should remain valid at the time of submission and atleast 3 months prior to the submission of document in case of utility bills like Electricity, Gas, Water, etc.
- Don't leave your instruction slip book with anyone else.
- Don't sign blank DIS as it is equivalent to a bearer cheque.
- Avoid over-writing, cancellations, misspellings, changing of the name and quantity of securities.
- Don't forget to put your contact details on DIS.
- Don't submit DIS slip without filling in the execution date. The same will not be honoured/ executed.
- Don't sign on DIS slip which will mismatch with our record provided while opening demat account.
- Don't ignore notification or communication from DP/Depositories as it may contain important information or updates.
- Don't submit the incomplete AOF or any such form like DRF, DIS, KYC, etc.

Grievance Redressal Mechanism:

In case of any grievance / complaint against the Depository Participant i.e., Indusind Bank Ltd:

- Please contact Compliance Officer Mr Umakant Sardesai of the Depository Participant (Indusind Bank Ltd) on email-id (cco_regulatory@indusind.com) and Phone No. - 91- 1860 500 5004.
- You may also approach CEO and Designated Director, Mr Rajiv Anand on email-id (reachus@indusind.com) and Phone No. - 18602677777
- If not satisfied with the response of the Depository Participant, you may contact the concerned Depository at the following -

Sr. No.	Web Address	Contact No	Email-id
CDSL	www.cdslindia.com	022-22723333	complaints@cdslindia.com
NSDL	www.nsdl.co.in	022-24994200	relations@nsdl.com

- You can also lodge your grievances with SEBI at <https://scores.sebi.gov.in> . For any queries, feedback, or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

