



Policy on Sending Contract Notes, Margin Statement, Statement of Accounts to Clients:

- We have not outsourced sending any of the above documents.
- As a business practice, at the time of execution of the client agreement, we will obtain consent from all our clients regarding the issue of ECN.
- The contract note will be sent within 24 hours of execution of trades and margin details will be sent on daily basis to our respective clients, the proof of delivery / dispatch are maintained properly.
- In case of sending physical contract note, we will dispatch the same and maintain the courier receipt for proof of dispatch.
- In case of physical delivery of the contract note by our office, we will get the client's signature for proof of receipt.
- In case of ECN, we maintain the delivery receipt of the email sent.
- In case of bounced back ECN mail, we will call and inform the client about the same. We will send a physical contract note immediately.
- We ensure that the Contract Notes and Daily Client Margin Statements are sent to the clients with 24 hours.
- Quarterly statement of account is sent by email or physical form as required by the client.
- We follow T-day billing on our back office software. The brokerage, CTT, Stamp Duty and other charges are billed to the client on a daily basis.