

## Vibrant Securities Pvt Ltd

### **Procedures & Systems**

Client Registration , Documents maintenance:- Along with the application form we provide checklist to the client , KYC team verifies it before proceeding further.

Sales Practices followed by the Trading Member:- We recommend stock based on research .

Closure of Client Accounts / Dormant Accounts :- We (KYC team) review the records on yearly basis .After coordinating with Compliance Officer we deactivates the accounts both in software as well as manually .

Order Receipt and Execution :- We receipt and execute order through telephonic conversation.

Sending Contract Notes, Daily Margin Statement, Quarterly Statement of Accounts to Clients :- We are sending contract notes on daily basis . The bills computes the daily margin . Daily margin statement is communicated to client through bills.

Client Confirmation statement we send it on quarterly basis and record of the same has been maintained.

Collection of payin,margin limits setting for exposures & turnover for clients, terminals, branches :- Each dealer has given a specific group of client and accordingly limit are set per client by the dealer. We have a admin terminal which monitors the terminal limit. The dealer who sits on the terminal give online margin to the client accordingly.

Monitoring of Debit Balances: We have maintained a practice of scrutinizing the trail balance on daily basis and giving a gentle reminder through phone, sms or by mail.

Allotment , Surrender of trading terminals:- We have specially appointed hardware & software engineer on payroll who looks after applying and surrendering of trading terminals .He even maintains records of the same online, updates it if there is any change.

Opening & Closing of Branches :- For every branch we have appointed a branch manager ,who handles the branches and reports to the management .Final decision are taken by the management.

Payment , Receipt of Funds From to Clients :

It is monitored that pay-in or pay-out is received from or delivered to respective clients .

Receipt, Delivery of Securities From/to Clients:- Payout happens to direct payout mode provided payment have been received . Receipt happens from client account to our account which we verify with our Demat .

Square off of Positions / Liquidations of securities without consent of clients:- This has not arisen so far because we have followed procedure provided by NSE.

Transfer of Trades:- If there is any wrong client punching done ,within in a stipulated time we identify the client and inform it to the exchange.

Investor Redressal Mechanism:- We have an website on which investors grievance mail id is displayed .Investors can communicate to us through this mail id.

Power Of Attorney :- It is a part of client KYC .

Back up in case of disruption of connectivity:-We have UPS & VSAT Connectivity . UPS in case of power failure or connectivity failure . VSAT in office