

**Trust Financial Consultancy Services Private Limited**

**Mandatory display**

**i. Basic details of the Stock Broker - Registration number, Registered Address of Head Office and branches if any:**

<b>Stock Broker Name</b>	<b>Registration Number</b>	<b>Registered Address</b>	<b>Branch Address (if any)</b>	<b>Contact Number</b>	<b>Email id</b>
TRUST FINANCIAL CONSULTANCY SERVICES PRIVATE LIMITED	INZ000238639	109/110, Balarama, BKC, Bandra (E), Mumbai - 400051	NIL	+91 22 4084 5000	compliance.tfc@trustgroup.in

**Escalation Matrix:**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email Id</b>
Customer care / Client servicing	Satheesh Td.	1101, C-31, Naman Centre, Bandra Kurla Complex, Bandra (East), Mumbai -400 051	+91 22 42245035	satheesh.td@trustgroup.in
Head of Customer care / Client servicing	Sujata Bawdekar	1101, C-31, Naman Centre, Bandra Kurla Complex, Bandra (East), Mumbai -400 051	+91 22 42245206	sujata.bawdekar@trustgroup.in
Compliance Officer	Rajesh Nag	1101, C-31, Naman Centre, Bandra Kurla Complex, Bandra (East), Mumbai -400 051	+91 22 40845072	compliance.tfc@trustgroup.in
CEO / Director	Pranav Inamdar	1101, C-31, Naman Centre, Bandra Kurla Complex, Bandra (East), Mumbai -400 051	+91 22 42245121	tfcceo@trustgroup.in

ii. Names and contact details of all Key Managerial Personnel including the Compliance Officer-

Sr. No.	Name of the Individual	Designation	Contact Number	Email id
1	Pranav Inamdar	Designated Director	+91 22 42245121	<a href="mailto:tfcceo@trustgroup.in">tfcceo@trustgroup.in</a>
2	Rajesh Nag	Compliance Officer	+91 22 40845072	<a href="mailto:compliance.tfc@trustgroup.in">compliance.tfc@trustgroup.in</a>

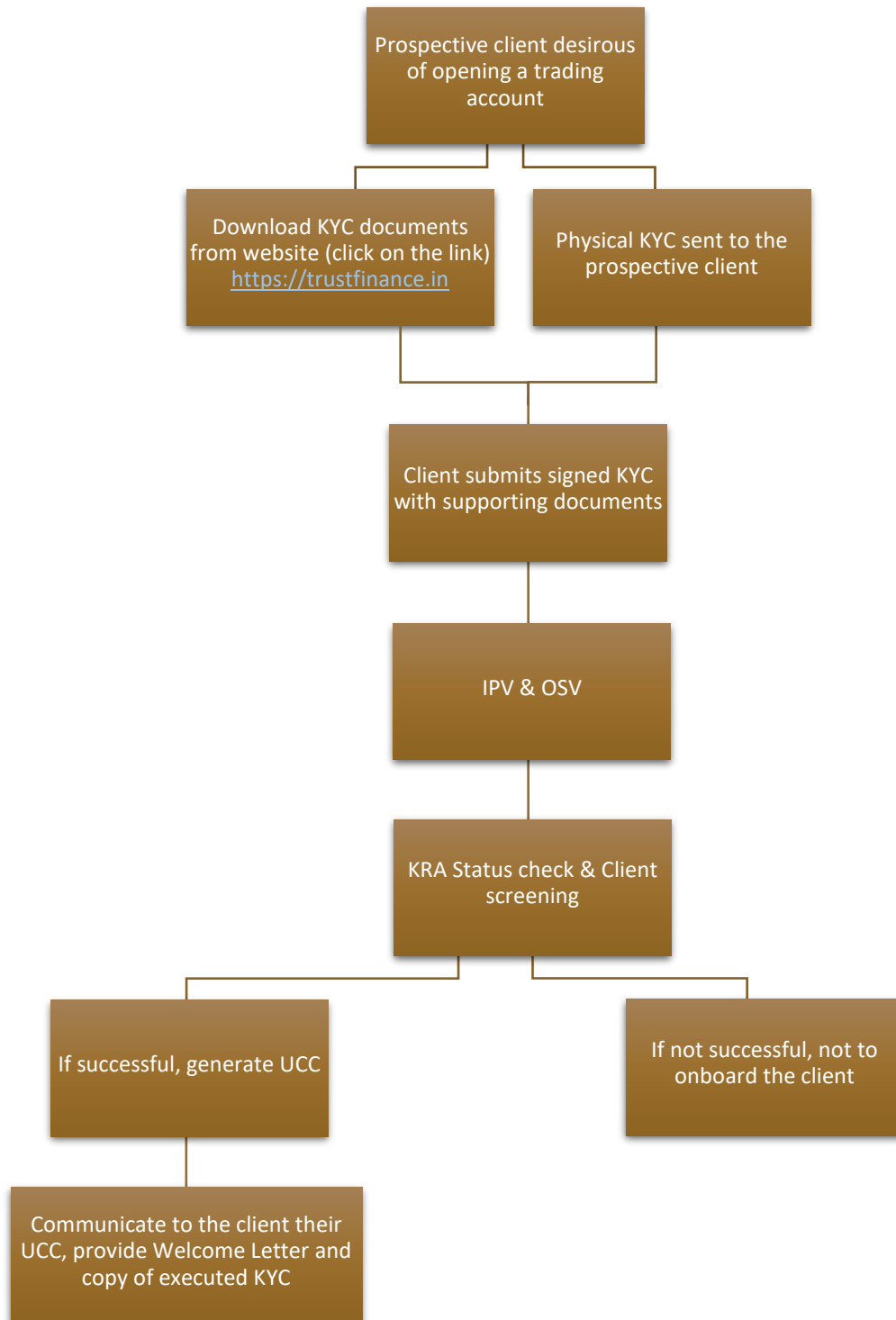
iii. Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.

a) Detailed write up on the procedure for opening an account along with Flowchart - Equity

Account Opening Procedure:

- Clients desirous of opening a trading account with Trust Financial Consultancy Private Limited (TFCSP) can download the KYC from below link or alternatively physical KYC application form can be provided to client.
- Client to fill up the KYC form and submit supporting documents
- TFCSP official shall review the KYC documents and conduct IPV & OSV considering KRA status.
- TFCSP shall conduct client screening and shall generate UCC and inform the client on their registered email id
- Welcome Letter along with copy of executed KYC shall be sent to client

## Flowchart for Account Opening



## **a) Detailed write up on the procedure for opening an account along with Flowchart - Debt**

### **Preface :**

Majority of trades in Debt securities are OTC trades. Trades can be direct or through Intermediary. If trades are through Intermediary, these need to be reported at exchange reporting platform.

Before reporting of any trade, Counter party registration at exchange platform is must. The same can be done by any existing Intermediary or any other Counter party who is registered as permanent counter party on exchange platform.

### **Counter Party Registration :**

There are two types of counter party registration at exchange i.e. Permanent Registration and Temporary Registration.

- Permanent registration is done for entities who are regular Trader / Investor in Debt and are done directly by counter parties themselves.
- Temporary Registration is done normally for Individuals or entities who have very less transactions in Debt segment

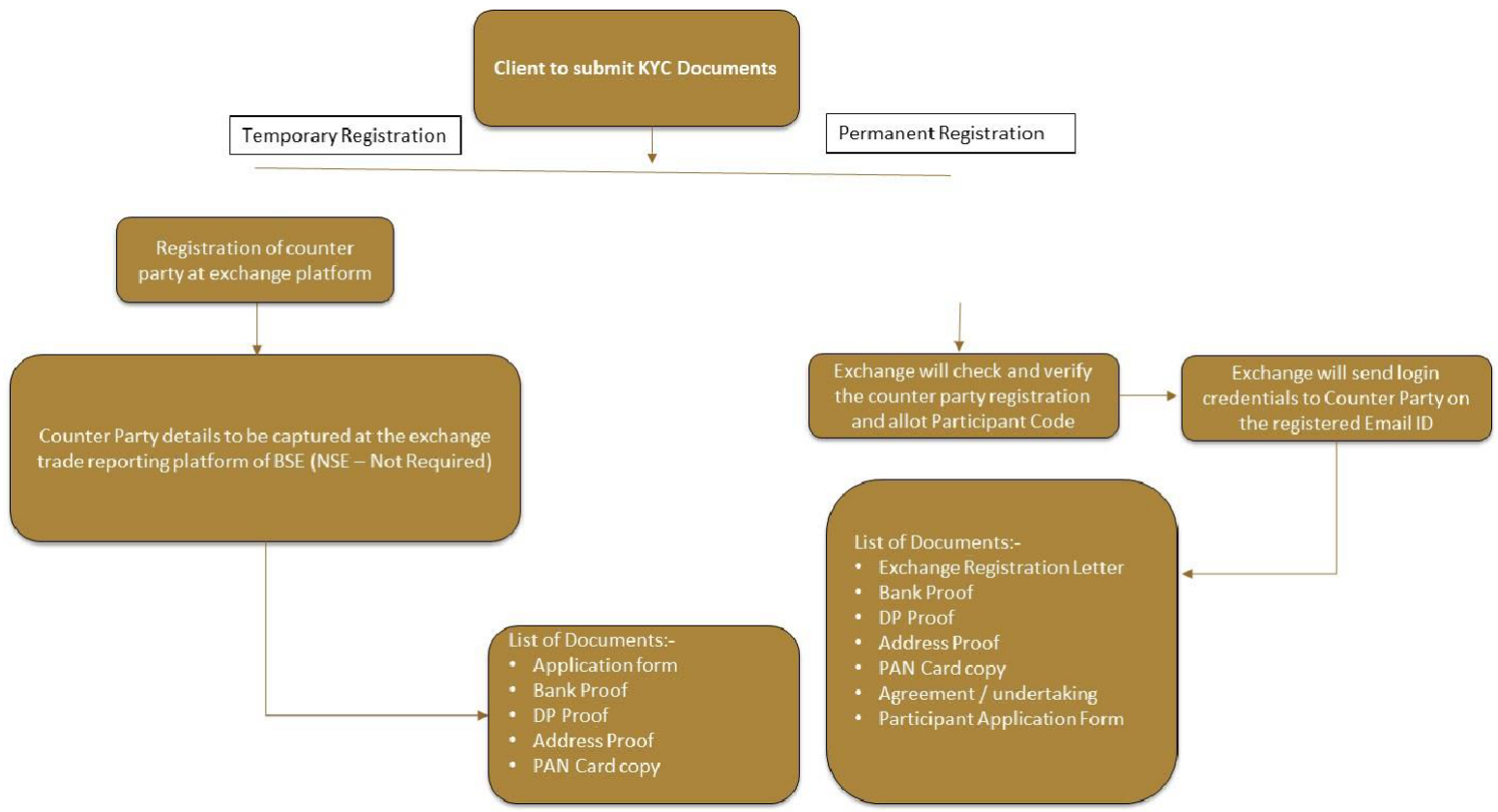
Process for both the type of registration is different and requirement at exchanges are also different.

- Permanent : Permanent registration is done by counterparties with exchanges directly by submitting required documents. Once they are registered, any intermediary who is having permanent registration can report trades for them and no need to create any new Account for those entities.
- Temporary : Counter party KYC Documents i.e. Basic Application form, PAN, Bank, DP details are obtained and uploaded / inserted on exchange portal. In such cases, intermediary who has onboarded can only report trades for that counter party.

### **\*\*KYC document requirement:**

<b>Client Type</b>	<b>Documents Required</b>
Individual	<ul style="list-style-type: none"><li>➤ Client Registration Form/ Application</li><li>➤ Bank account proof</li><li>➤ Demat account proof</li></ul>
Non-Individual	<ul style="list-style-type: none"><li>➤ Client Registration Form/ Application</li><li>➤ Bank account proof</li><li>➤ Demat account proof</li><li>➤ GST registration certificate</li><li>➤ Any other Document (Authority Letter/Declaration/BR)</li></ul>

## Flowchart of Account Opening Process

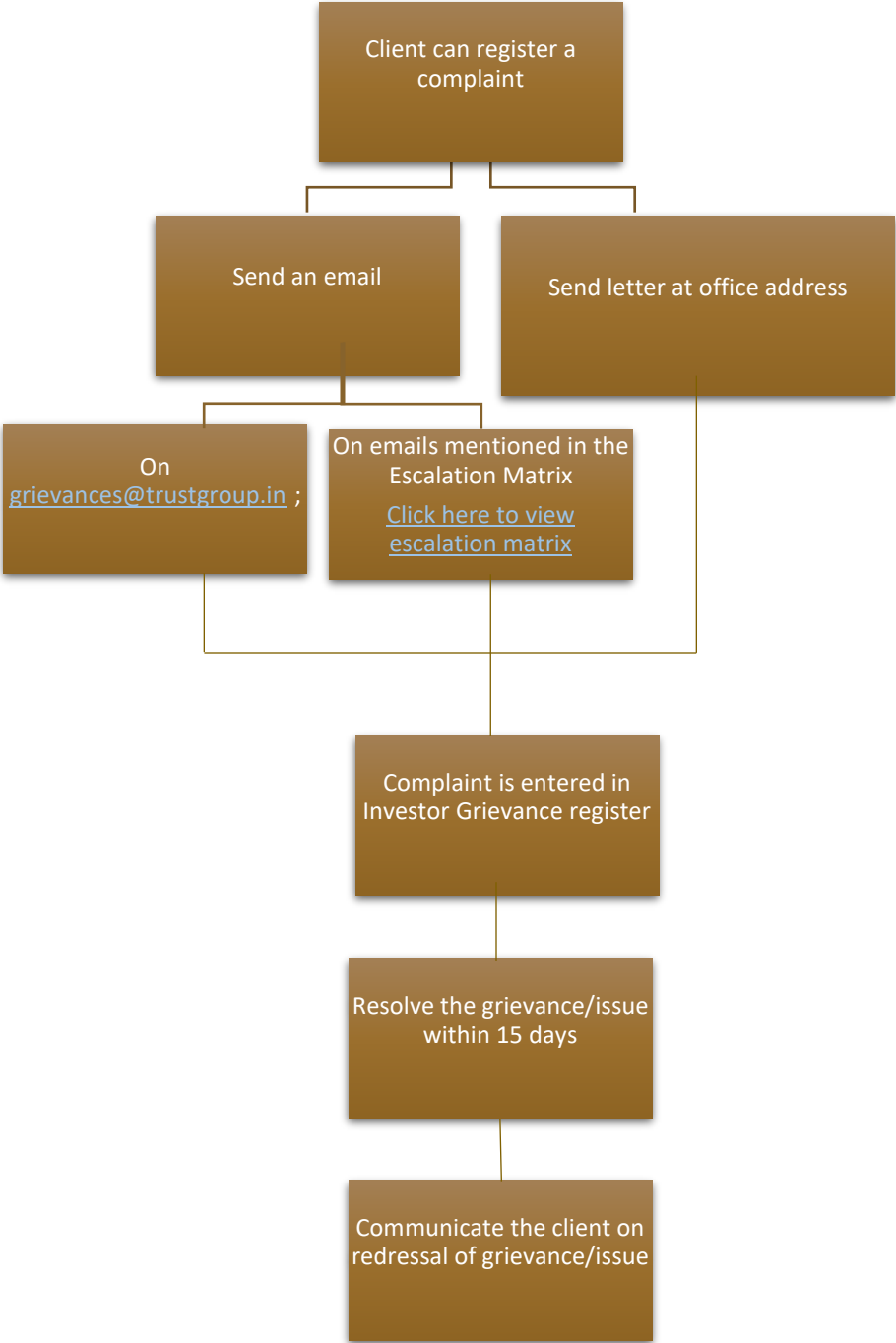


**b) and c) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart and video if any (optional). Provisions are to be made for sharing Ticket Number once the complaint is lodged; and Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart.**

### **Complaint Resolution Procedure:**

- Client can register complaint with Trust Financial Consultancy Private Limited (TFCSPL) by sending an email on [grievances@trustgroup.in](mailto:grievances@trustgroup.in) or send letter at Trust Financial Consultancy Services Private Limited, 109/110, Balarama, BKC, Bandra (E), Mumbai - 400051 or on emails mentioned on escalation matrix ([Click here to view escalation matrix](#)) displayed on the website.
- Complaint received through any mode are entered in IG register
- TFCSPL shall on receipt of the grievance/issue shall take steps to resolve the same within 15 days.
- TFCSPL shall communicate the client on redressal of grievance/issue

# Flowchart for Complaint Resolution



iv. Details of Authorized Persons

List Of Authorised Persons (AP)										
Sr. No.	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constitution	Status	Registered Address				Terminal Details (Exchange Wise)	
				(Approved / Cancelled)	Ad d	Cit y	Sta te	Pin code	Terminal Allotted (Y/N)	No. of Terminals
1.	NIL									

List of Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons				
Sr. No.	Authorised Person's Name	Status	Authorised Person Cancellation Details	
			Date	Reason
1.	NIL			