

**i. Basic details of the SB such as registration number, registered address of Head Office and branches:-**

Stock Broker Name	Registration Number	Registered Address	Branch Address	Contact Number	Email Id
F R Ratnagar and Company Pvt Limited	INZ000286431	205, Embassy Centre, Nariman Point, Mumbai – 400021	A-501-B Jaswanti Allied Business Center, Kachpada, Malad (West) – 400064	9320174101	compliance@frforex.in
			721, Sakar IX, Ashram Road, Near Citygold Cinema, Ahmedabad - 380009		
			Aditya Arcade F-209 A&B, 2nd Floor, Plot No.30, Preet Vihar Community Centre, Delhi-110092.		
			C-212A, Kailash Esplanade, L. B. S. Marg, Opp Shreyas Cinema, Ghatkopar West – 400058		

**Escalation Matrix :**

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Mrs. Sharda Bhat	205, Embassy Centre, Nariman Point, Mumbai – 400021	9773931435	Sharda.bhat@frshares.com
Head Of customer care	Mr. Nitin Lakhotia		9320174101	compliance@frforex.in
Compliance Officer	Mr. Umesh Mistry		9821236825	<a href="mailto:umeshmistry@frforex.in">umeshmistry@frforex.in</a>
CEO	Mr. Parag Mehta		022 22835122	<a href="mailto:paragmehta@frforex.in">paragmehta@frforex.in</a>

**ii. Name and contact details of Key Managerial Personnel including the Compliance Officer –**

Sr. No.	Name of the Individual	Designation	Mobile Number	Email ID
1	Mr. Parag Mehta	Whole time Director	9821062848	<a href="mailto:paragmehta@frforex.in">paragmehta@frforex.in</a>
2	Mr. Umesh Mistry	Compliance Officer	9821236825	<a href="mailto:umeshmistry@frforex.in">umeshmistry@frforex.in</a>
3	Mr. Nitin Lakhotia	Operation Head	9320174101	<a href="mailto:compliance@frforex.in">compliance@frforex.in</a>

### iii. Procedure for filing a complaint :-

#### **Step 1: Contact Customer Service**

if you have a complaint or grievance, call our help line at 9773931435 or write an email to [compliance@frforex.in](mailto:compliance@frforex.in)

#### **Step 2: Resolution within 30 Days**

We aim to resolve your concern with 30 days from the date of receipt.

#### **Step 3: Escalation**

If your issue remain unresolved after 30 days, you can escalate it to the next level(s).

#### **Escalation Levels:**

<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
Head of Customer Care Contact No. 9320174101 Email: <a href="mailto:compliance@frforex.in">compliance@frforex.in</a>	Compliance Officer Contact No. 9821236825 Email: <a href="mailto:umeshmistry@frforex.in">umeshmistry@frforex.in</a>	CEO Contact No. 022 69064206 Email: <a href="mailto:paragmehta@frforex.in">paragmehta@frforex.in</a>

#### **Step 4: End of the Procedure**

If your concern is addressed and resolved to your satisfaction, the complaint process ends here.

## ➤ **How to Open Trading & Demat Account Offline:-**

In today's digital era, the significance of a Trading & Demat account cannot be overstated. A Trading & Demat account, short form of a Trading & dematerialised account, is a crucial element in the world of investing and trading. It serves as a secure and convenient way to hold and manage various financial securities in electronic form, eliminating the need for physical certificates of the securities. With the advent of online trading platforms, the focus has shifted towards opening Trading & Demat accounts online. However, it is equally important to understand the process of opening a Trading & Demat account offline, ensuring accessibility for those who prefer traditional methods or face connectivity challenges.

This article explains how to open a Trading & Demat account offline. It is a comprehensive guide for investors who want to Trading & dematerialise their financial assets without using the internet.

### ➤ **Need for Trading & Demat accounts:-**

A Trading & Demat account is necessary for trading and holding stocks, securities, and other capital market-related investments. It allows individuals to convert physical shares into electronic format and securely store them. The Securities and Exchange Board of India (SEBI) has mandated the use of Trading & Demat accounts for investing in capital markets.

Depositories such as CDSL and NSDL are responsible for holding all Trading & Demat accounts and maintaining shareholding details. Authorised depository participants (DPs) act on behalf of clients to open Trading & Demat accounts. Investors can conveniently manage their Trading & Demat accounts, view their portfolio, and engage in transactions in the capital markets.

### ➤ **A step-by-step guide to account opening offline:-**

Opening a Trading & Demat account offline is a simple process that requires certain eligibility documents. Similar to opening a bank account, the documents required for a Trading & Demat account include proof of identity, address, income, bank account, PAN card, and photographs. Additionally, if you want to enter into certain specific segments, like futures, options, and derivatives, you may be asked to submit proof of recent income tax returns, salary slip, cancelled cheque leaf, latest 6 month bank account statements etc.

## ❖ **Here is a step-by-step guide to opening a Trading & Demat account offline:**

- **Required Documents:** Ensure you have the necessary documents for opening a Trading & Demat account, including proof of identity (such as PAN card), proof of address (recent utility bills), proof of income (if applicable), proof of bank account, PAN card, and photographs.
- **Select Depository Participant (DP):** Select a DP of your choice, which can be a bank or a brokerage firm. Research and compare the services and charges offered by different DPs before making a decision.
- **Account Opening Form:** Obtain the account opening form from the chosen DP by physically visiting the branch or downloading from their website.
- **Filling the Form:** Carefully fill the account opening form with accurate information. Double-check all the details before submitting the form.
- **Attach Required Documents:** Attach all the necessary documents as mentioned in the form, including proof of identity, Proof of address, income, bank account details, PAN card, and photographs. Make sure to provide photocopies as per the DP's requirements.
- **Visit the DP's Office:** Visit the DP's office in person and submit the filled-out form along with the required documents. Hand over the photocopies for verification and keep the original documents with you for verification purposes.
- **Personal Verification:** The DP will conduct a personal verification process to confirm your identity and other details. This may involve a face-to-face meeting or video verification.
- **Application Processing:** Once the personal verification is completed, the DP will process your application for opening a Trading & Demat account.
- **Trading & Demat Account Number/Customer ID:** After the application is processed successfully, you will receive a unique Trading & Demat account number or customer ID from the DP. This will serve as your identification for future transactions.
- **Start Trading:** With your Trading & Demat account successfully opened, you can now link it with a trading account and start trading/ investing in the capital market-related instruments. Don't forget to include funds in your trading account before trading/ investing.
- **In conclusion,** a Trading & Demat account not only facilitates investing and trading, but also serves as a secure and convenient way to hold and manage various financial securities in electronic form. While the focus has now shifted towards online Trading & Demat account opening, the offline process provides much-needed accessibility for those who prefer traditional methods or face connectivity challenges.