

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

Stock Broker Name	Registration Number	Branch Address	Contact Number	Email Id
FRR Shares And Securities Limited	INZ000279232	A-501-B Jaswanti Allied Business Center, Kachpada, Malad (West) – 400064	9320174101	compliance@frrshares.com
		C-212A, Kailash Esplanade, L. B. S. Marg, Opp Shreyas Cinema, Ghatkopar West – 400058		
		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		
		220 Sagar Avenue, Above ICICI bank, Lallubhai Park Lane, S V Road, andheri ( W), Mumbai - 400 058		
Correspondence Address	1509, Maker Chamber V, Nariman Point, Mumbai – 400021			
Registered Office Address	205, Embassy Centre, Nariman Point, Mumbai – 400021, Maharashtra			

**Escalation Matrix :**

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Mr. Rajesh Darji	1509, Maker Chamber V, Nariman Point, Mumbai - 400021	9833438523	Rajesh.darji@frrshares.com
Head Of customer care	Mr. Aditya Mehta		022 69064220	Aditya.mehta@frrshares.com
Compliance Officer	Mr. Nitin Lakhotia		9320174101	nitin.lakhotia@frrshares.com
CEO	Mr. Janak Mehta		022 69064206	Janak.mehta@frrshares.com

**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. Janak Mehta	Director	9867310447	<a href="mailto:janak.mehta@frrshares.com">janak.mehta@frrshares.com</a>
2	Mr. Aditya Mehta	Whole time Director	9819461116	<a href="mailto:aditya.mehta@frrshares.com">aditya.mehta@frrshares.com</a>
3	Mr. Nitin Lakhotia	Compliance Officer	9320174101	<a href="mailto:nitin.lakhotia@frrshares.com">nitin.lakhotia@frrshares.com</a>
4	Ms. Deepa Khimasia	CFO	9819753774	<a href="mailto:deepa.khimasia@frrshares.com">deepa.khimasia@frrshares.com</a>
5	Mr. Rajiv Soni	Whole time Director	9310050172	<a href="mailto:rajiv.soni@frrshares.com">rajiv.soni@frrshares.com</a>

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

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

if you have a complaint or grievance, call our help line at 9320174101 or write an email to [compliance@frrshares.com](mailto:compliance@frrshares.com) / [nitin.lakhotia@frrshares.com](mailto:nitin.lakhotia@frrshares.com)

#### **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. 022 69064220 Email: <a href="mailto:aditya.mehta@frrshares.com">aditya.mehta@frrshares.com</a>	Compliance Officer Contact No. 9320174101 Email: <a href="mailto:nitin.lakhotia@frrshares.com">nitin.lakhotia@frrshares.com</a>	CEO Contact No. 022 69064206 Email: <a href="mailto:janak.mehta@frrshares.com">janak.mehta@frrshares.com</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 filling 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.

**iv. Details of Authorised Persons : --**

Sr. No.	Authorised Person Name	Authorised Person Code	Constitution	Status (Approved / Cancelled)	ADDRESS	CITY	PINCODE	Terminal allotted (Y/N)	No of Terminal
1	ALPESH MODI	AP2527070351	Individual	Approved	A/1, GREENFIELD, LADY FATIMA LANE, KANDIVALI (WEST)	MUMBAI	400067	Y	4
2	ANITA SHARMA	AP252769021	Individual	Approved	SHOP NO. 16, SHYAM KUNJ MARKET DUSHAYAT DUSHAYAT	VRINDA BAN	281121	Y	2
3	GUNJAN GARG	AP25277	Individual	Approved	F-209, A & B, ADITYA ARCADE, 2ND FLOOR, PLOT NO.30, 30, COMMUNITY CENTER	NEW DELHI	110092	Y	3
4	HARENDRA SINGH	AP2527070811	Individual	Approved	F-209, A AND B, ADITYA ARCADE, 2ND FLOOR, PLOT 30, COMMUNITY CENTRE, PREET VIHAR	DELHI	110092	Y	2
5	MIHIR KAMLESH MEHTA	AP2527070731	Individual	Approved	D-39, KAILASH LINK COMPLEX, VEER SAVARKAR MARG, VIKROLI HIRANANDANI ROAD VIKROLI WEST	MUMBAI	400079	Y	2
6	MITUL PARAS MEHTA	AP2527070891	Individual	Approved	FLAT NO 08, SADICHHA II, MANDPESHWAR ROAD, BORIVALI WEST	MUMBAI	400092	Y	11
7	PRATIKSHA MORAL KUMAR JANI	AP252769681	Individual	Approved	123, SHUKAN MALL, BEHIND VISAT PETROL PUMP, SABARMATI GANDHINAGAR HIGHWAY, SABARMATI	AHMEDA BAD	380005	Y	2
8	RAVINDER SHARMA	AP252769541	Individual	Approved	278, BLOCK NO. 6 COLONY GEETA GEETA COLONY	DELHI	110031	Y	3
9	ROOP KISHOR	AP2527070871	Individual	Approved	F-209-A & ADITYA ARCADE, PLOT NO 30, 2ND FLOOR COMMUNITY CENTRE PREET VIHAR	NEW DELHI	110092	Y	3
10	SANTOSH GOYAL	AP2527070881	Individual	Approved	1012 SECTOR 40 B, CHANDIGARH SECTOR 36, CHANDIGARH	CHANDI GARH	160036	N	----
11	SAROJ SUSHIL KHEMKA	AP2527070561	Individual	Approved	115, PARANKUNJ SOCIETY, MEGHANINA GARMEGHANI NAGAR	AHMEDA BAD	380016	N	----
12	SONAL A SHAH	AP2527070671	Individual	Approved	B-502, DEVKRUPA APARTMENT, NR MANIRATNAM BUNGLOWS, VASNA, PALDI	AHMEDA BAD	380007	Y	3
13	SONAL KAUSHALK	AP252769981	Individual	Approved	B-5 PADMAVATI, APARTMENT ASHOK,	AHMEDA BAD	380007	Y	2

	UMAR SHAH				NAGARPALDI				
14	VIRAL ATUL MEHTA	AP2527070581	Individual	Approved	13,SHREE SADANCAMA, LANE,NEAR FATIMA HIGH SCHOOL,GHATKOPAR- W,	MUMBAI	400086	Y	2
15	DIPALI MEHUL PATEL	AP01620701158561	Individual	Approved	119, Pramukh Vijay Nagar Co Ho Society, Opp Prembook, Shivaji Chowk, Vijolpore, Navsari, Gujarat	AHMEDABAD	396450	Y	3
16	NEEV TUSHAR SHAH	AP01620701158832	Individual	Approved	A 1001, INTEGRATED BHOOMI NEAR PATIDAR WADI, L B S MARG. GHATKOPAR W	MUMBAI	400086	Y	3