

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	58, 5 th Floor, Bajaj Bhavan, Nariman Point, Mumbai 400021	9320174101	compliance@frrshares.com
		41, Aditya Residency, Near Thaltej Fire Station, Thaltej Shilaj Road, Thaltej - 380059		
		Aditya Arcade F-209 A&B, 2nd Floor, Plot No.30, Preet Vihar Community Centre, Delhi-110092		
Correspondence Address	58, 5 th Floor, Bajaj Bhavan, 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	58, 5 th Floor, Bajaj Bhavan, 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	janak.mehta@frrshares.com
2	Mr. Aditya Mehta	Whole time Director	9819461116	aditya.mehta@frrshares.com
3	Mr. Nitin Lakhotia	Compliance Officer	9320174101	nitin.lakhotia@frrshares.com
4	Ms. Deepa Khimasia	CFO	9819753774	deepa.khimasia@frrshares.com
5	Mr. Rajiv Soni	Whole time Director	9310050172	rajiv.soni@frrshares.com

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 / 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:

Level 1	Level 2	Level 3
Head of Customer Care Contact No. 022 69064220 Email: aditya.mehta@frrshares.com	Compliance Officer Contact No. 9320174101 Email: nitin.lakhotia@frrshares.com	CEO Contact No. 022 69064206 Email: janak.mehta@frrshares.com

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:**

- **Rather 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 . N o.	Authorised Person Name	Authori sed Person Code	Constitutio n	Status (Appro ved / Cancel led)	ADDRESS	CITY	PINC ODE	Terminal allotted (Y/N)	No of Termi nal
1	ALPESH MODI	AP252707 0351	Individual	Appro ved	A/1, GREENFIELD, LADY FATIMA LANE, KANDIVALI (WEST)	MUMBAI	400067	Y	4
2	ANITA SHARMA	AP252769 021	Individual	Appro ved	SHOP NO. 16, SHYAM KUNJ MARKET DUSHAYAT DUSHAYAT	VRINDA BAN	281121	Y	2
3	GUNJAN GARG	AP25277	Individual	Appro ved	F-209, A & B, ADITYA ARCADE, 2ND FLOOR, PLOT NO.30, 30, COMMUNITY CENTER	NEW DELHI	110092	Y	3
4	HARENDRA SINGH	AP252707 0811	Individual	Appro ved	B-505 GAYATRI APARTMENT5 PLOT NO 9, SECTOR 9, DWARKA, NEW DELHI-110077	DELHI	110092	Y	2
5	MIHIR KAMLESH MEHTA	AP252707 0731	Individual	Appro ved	D-39, KAILASH LINK COMPLEX, VEER SAVARKAR MARG, VIKROLI HIRANANDANI ROADVIKROLI WEST	MUMBAI	400079	Y	2
6	MITUL PARAS MEHTA	AP252707 0891	Individual	Appro ved	FLAT NO 08, SADICHHA II, MANDPESHWAR ROAD, BORIVALI WEST	MUMBAI	400092	Y	11
7	PRATIKSHA MORAL KU MAR JANI	AP25276 9681	Individual	Appr oved	123, SHUKAN MALL, BEHIND VISAT PETROL PUMP, SABARMATI GANDHINAGAR HIGHWAY, SABARMATI	AHMEDA BAD	38000 5	Y	2
8	RAVINDER SHARMA	AP252769 541	Individual	Appro ved	278, BLOCK NO. 6 COLONYGEETA GEETA COLONY	DELHI	110031	Y	3
9	ROOP KISHOR	AP252707 0871	Individual	Appro ved	F-209-A & ADITYA ARCADE, PLOT NO 30, 2ND FLOOR COMMUNITY CENTREPREET VIHAR	NEW DELHI	110092	Y	3
10	SANTOSH GOYAL	AP252707 0881	Individual	Approve d	1012, SECTOR 40 B, CHANDIGARH SECTOR 36, CHANDIGARH	CHANDI GARH	160036	N	----
11	SONAL A SHAH	AP252707 0671	Individual	Approve d	B-502, DEVKRUPA APARTMENT, NR MANIRATNAM BUNGLOWS, VASNA, PALDI	AHMEDA BAD	380007	Y	3
12	SONAL KAUSHALK UMAR SHAH	AP252769 981	Individual	Approve d	B-5PADMAVATI , APARTMENTASHOK, NAGARPALDI	AHMEDA BAD	380007	Y	2
13	VIRAL ATUL MEHTA	AP2527070 581	Individual	Approved	13, SHREE SADANCAMA, LANE, NEAR FATIMA HIGH SCHOOL, GHATKOPAR- W,	MUMBAI	400086	Y	2

14	DIPALI MEHUL PATEL	AP016207 01158561	Individual	Approved	119, Pramukh Vijay Nagar Co Ho Society, Opp Prembook, Shivaji Chowk, Vijolpore, Navsari, Gujarat	AHMEDAB AD	396450	Y	3
15	NEEV TUSHAR SHAH	AP016207 01158832	Individual	Approved	A 1001, INTEGRATED BHOOMI NEAR PATIDAR WADI, L B S MARG. GHATKOPAR W	MUMBAI	400086	Y	3