

**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
FRR Shares And Securities Limited	INZ000279232	1509, Maker Chamber V, Nariman Point, Mumbai – 400021	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		

**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 Lakhota		9320174101	nitin.lakhota@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 Lakhota	Compliance Officer	9320174101	<a href="mailto:nitin.lakhota@frrshares.com">nitin.lakhota@frrshares.com</a>
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](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.	Authorise d Person Name	Authori sed Person Code	Constit ution	Status (Appro ved / Cancel led)	ADDRESS	CITY	PINC ODE	Trerm inal Allott ed (Y/N)	No of Term inal
1	ALPESH MODI	AP25270 70351	Individual	Appro ved	A/1, GREENFIELD, LADY FATIMA LANE, KANDIVALI (WEST)	MUMBAI	40006 7	Y	4
2	ANITA SHARMA	AP25276 9021	Individual	Appro ved	SHOP NO. 16, SHYAM KUNJ MARKET DUSHAYAT DUSHAYAT	VRINDA BAN	28112 1	Y	2
3	ANKUSH A SHAH	AP25277 0321	Individual	Appro ved	344, AUSTLAXMI COMPLEX, IDGAH ROAD, OUTSIDE GARIAPUR GATEDAIRAPUR	AHMEDA BAD	38000 4	Y	1
4	GUNJAN GARG	AP25277 0231	Individual	Appro ved	F-209, A & B, ADITYA ARCADE, 2ND FLOOR, PLOT NO. 30, COMMUNITY CENTRE,	NEW DELHI	11009 2	Y	2
5	HARENDRA SINGH	AP25270 70811	Individual	Appro ved	F-209, A AND B, ADITYA ARCADE, 2ND FLOOR, PLOT 30, COMMUNITY CENTREPREET VIHAR	DELHI	11009 2	Y	6
6	JITENDRA PRAVIN WAGHELA	AP25270 70851	Individual	Appro ved	204/bsankalp-ii2nd floormira road eastbehind patel chinesepoonam sagar complex	MUMBAI	40110 7	Y	3
7	MEERA A PATEL	AP25277 0181	Individual	Appro ved	FLAT NO-302, 3RD FLOOR, B/2 POONAM NAGAR SOCIETY, SHANTI NAGAR, PHASE-III, NEAR CANARA BANK, MEERA ROAD -E, THANE	THANE	40110 7	Y	3
8	MIHIR KAMLESH MEHTA	AP25270 70731	Individual	Appro ved	d-39, kailash complex, veer savarkar marg, vikroli hiranandani link road vikroli west	MUMBAI	40007 9	Y	2
9	MITUL PARAS MEHTA	AP25270 70891	Individual	Appro ved	flat no 08, sadichha ll, mandpeshwar road, borivali west	MUMBAI	40009 2	Y	9
10	PRATIKSH A MORALKU MAR JANI	AP25276 9681	Individual	Appro ved	123, SHUKAN MALL, BEHIND VISAT PETROL PUMP, SABARMATI GANDHINAGAR HIGHWAY, SABARMATI	AHMEDA BAD	38000 5	Y	2
11	PRAVINCH ANDRA N SHAH	AP25270 70901	Individual	Appro ved	a-1001, integrated bhoominear patidar wadi, l b s marg, ghatkopar west	MUMBAI	40008 6	Y	4
12	RADHA GUPTA	AP25270 70531	Individual	Appro ved	62- A, GOVINDNAGAR GOVI ND NAGARMATHURA	MATHUR A	28100 3	Y	2

13	RAVINDER SHARMA	AP25276 9541	Individual	Approved	278,BLOCK NO. 6GEETA COLONYGEETA COLONY	DELHI	11003 1	Y	3
14	ROOP KISHOR	AP25270 70871	Individual	Approved	F-209-A & bADITYA ARCADE, PLOT NO 30,2ND FLOORCOMMUNITY CENTREPREET VIHAR	NEW DELHI	11009 2	Y	3
15	SAMARESH PATHAK	AP25276 8931	Individual	Approved	ROOM NO. 121/E,1STBIPLABI RASHBEHARI BASU ROADRASHBEHARI	KOLKAT A	70000 1	Y	1
16	SANTOSH GOYAL	AP25270 70881	Individual	Approved	1012sector 40 b, chandigarhsector 36,chandigarh	CHANDI GARH	16003 6	N	
17	SAROJ SUSHIL KHEMKA	AP25270 70561	Individual	Approved	115,PARANKUNJ SOCIETY,MEGHANINA GARMEGHANI NAGAR	AHMEDA BAD	38001 6	N	
18	SONAL A SHAH	AP25270 70671	Individual	Approved	b-502,devkrupa apartment,nr maniratnam bungalows,vasna, paldi	AHMEDA BAD	38000 7	Y	3
19	SONAL KAUSHALK UMAR SHAH	AP25276 9981	Individual	Approved	B-5PADMAVATI APARTMENTASHOK NAGARPALDI	AHMEDA BAD	38000 7	Y	3
20	VIRAL ATUL MEHTA	AP25270 70581	Individual	Approved	13,SHREE SADANCAMA LANE,NEAR FATIMA HIGH SCHOOL,GHATKOPAR-W,	MUMBAI	40008 6	Y	2
21	YASH KAMLESH MEHTA	AP25270 70501	Individual	Approved	D-39,KAILASH COMPLEX,VIKROLI HIRANANDANI LINK ROAD,VIKROLI WEST	MUMBAI	40007 9	Y	2