



## iFAST Financial India Private Limited

1, Ground Floor, Raheja Titanium, Western Express Highway, Goregaon (East), Mumbai – 400063  
Contact No. : 022-42199400 Fax No.: 022-42199499. [www.ifastfinancial.co.in](http://www.ifastfinancial.co.in)  
CDSL DP ID -12082200, BSE Clearing No.-6584, ARN – 67218,  
SEBI Reg No.: INA000000763 (Investment Adviser), INZ000003731 (BSE Cash), IN-DP-152-2015 (DP).

### Policies & Procedures of Stock Brokers

iFAST Financial India Private. Ltd. as a SEBI registered intermediary is mandated to follow the rules, regulations, circulars of SEBI and the exchange (BSE) which are issued from time and operate through well-defined procedures and policies.

The following policies have been mandated by SEBI to be made available to the clients. It should not be construed that these are the only policies followed by iFAST Financial India Private. Ltd.

#### 1. Refusal of order for penny/illiquid stock

Penny stocks are scrips which have a very low value and may or may not be illiquid which are defined as the stocks appearing in the list of illiquid securities issued by the exchange(s) every quarter. The member broker may from time to time limit (quantity/value)/refuse orders in one or more such securities based on the parameters it deems fit. These parameters will depend on market liquidity value of securities limit, if any, as defined by exchange either client wise or member wise. Provided further that member broker may require compulsory settlement value/advance payment of expected value/ delivery of securities for settlement prior to acceptance/placement of orders as well. The member broker may require reconfirmation of orders, which are larger than that specified by the member broker's risk management, and the client is also aware that the member broker has the discretion to reject the execution of such orders based on its risk perception. Member broker will not be responsible for any loss, notional or otherwise due to such refusal.

#### 2. Applicable brokerage rate

The Schedule of Brokerage and other charges leviable by iFAST on the clients are provide under the heading "Schedule of Brokerage and Other Charges" in this Form. Within the mentioned scale, the brokerage and other charges as agreed by the client is indicated and duly signed by the client in that section. If there is any upward revision of brokerage, the same will be informed to the client with 30 days prior notice. The rate of brokerage shall not exceed the maximum brokerage permissible under exchange rules, regulations, byelaws or as notified by the exchange from time to time.

#### 3. Imposition of penalty/delayed payment charges:

The clients are required to settle the pay-in / provide margin within the time limits provided by Exchanges / SEBI/iFAST risk management system. Any amount which are overdue from the client and or member of the client's family on account of any reason to the member broker or it's group/associates companies without prejudices to the other rights of the member broker, the client will be charged with delayed payment charges at the rate of 1.5% per month or such rates as may be determined by the member broker. The client hereby authorizes the member broker to directly debit the same to the account of the client on daily product basis.

The client undertakes to indemnify the member broker for any penalty/charges/lines which might be levied by any regulatory authority i.e SEBI/exchange for non-adherences by the client with any rules / regulations / circulars / instructions etc. issued by such regulatory authority.

The client shall, at all-time be liable to pay member broker all relevant charges, fees, levies, duties apart from brokerage exchange related charges, commissions, statutory charges such as service tax and other taxes and transaction expenses as may be agreed between the client and the member broker from time to time.



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#### 4. Treatment Of Inactive accounts

In case the Trading and / or demat account of the client is not operated by the client for a continuous period of one year the same will be considered to be 'Inactive Account'. Such Inactive account will be blocked for further transactions by the client. The client will have to submit following documents / confirmation, for re-activation of such blocked account:

1. Call the Customer Care centre identifying himself (through validation questions) and requesting for activation of account for placing orders / transacting in the account; OR
2. Client can give the duly signed request in writing at any of the Branch offices of iFAST.; OR
3. By placing request for re-activation of account through the Internet Trading portal.

During the blocked period if there is any debit / dues to iFAST in client's account, iFAST shall have the authority to liquidate the client's position to the required extent during the block period.

On a client being declared inactive:

- A. All securities of the client will be transferred in to the last known of the demat accounts of the clients.
- B. All the funds of the clients will be returned to the client.
- C. Trading in the client account is stopped.

During the block period if any corporate actions or pay-outs are due for return to the client, the same will be affected / returned by iFAST to the client's account.

#### 5. Temporary suspending or closing a client's account at the client's request

iFAST may suspend or close the trading account of the client pursuant to SEBI or any other Regulatory directive for such period as may be prescribed by the respective Regulator or internal policy of the company. iFAST may further at its sole discretion and with/without information to the Client, prohibit or restrict or block the Client's access to the use of the website or related services and the Client's ability to trade due to market conditions and other internal policies including policy with respect to prevention of money laundering.

Client can initiate temporary suspension / closure of its account at any time by giving a request to iFAST in writing 15 days in advance. However, such suspension / closure will be affected subject to clearance of all dues and settlement obligations by the client.

Trades in the account of the client during the period of such temporary suspension shall not be permitted.

Notwithstanding any such suspension / closure, all rights, liabilities and obligations of the parties arising out of or in respect of transactions entered into prior to such closure / suspension shall continue to subsist and binding on the client.

#### 6. Internal policy to suspend

- A. Where the client is inactive for the past 365 days with observation period being the month end.
- B. Physical contract notes are received are back undelivered due to reasons like "no such person", "addressee left", refusal to accept mails, POD's signed by the third persons, signature mismatch on selling/liquidation of client collaterals/securities/shares/or square off due to any reason whatsoever.
- C. Bounced emails on more than 3 instances until the client submits and registers new email id.
- D. Non delivery of periodic statement of accounts sent on periodic basis.
- E. Non updation of communication details viz. Email id, mobile number, land line phone number or if it is found to be



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belonging to some third person.

- F. Client places a complaint either directly to the Member Broker or the Exchange(s) relating to alleged unauthorized trades being executed in his/her /its account.

### 7. De-registering client

Notwithstanding anything to the contrary stated in the agreement, the Member Broker shall be entitled to terminate the agreement with immediate effect in any of the following circumstances:

1. if the client breaches the terms and conditions of the member–client agreement or provides any false information or declarations.
2. if the client is suspected to be involved in any activities in violation of applicable Rules and Regulations.
3. due to any Regulatory directive including SEBI debarred client list, market conditions and other internal policies of member including policy with respect to prevention of money laundering.
4. In the event of death or insolvency of the client, winding up or liquidation or the client otherwise becoming incapable of receiving and paying for or delivering or transferring securities which the client has ordered to be bought or sold, the Stock Broker may close out the transaction of the client and the client or his legal representative as the case shall be would be liable for any losses, costs and be entitled to any surplus which may result therefrom.
5. If there is any commencement of a legal process against the client under any law in force.

Such deregistration/termination shall not affect the rights and liabilities of the parties in respect of the transactions executed before the date of such deregistration/termination

### 8. Setting up of Client's exposure limits

As part of risk management, iFAST has absolute discretion in setting the exposure limit of a client. Exposure shall depend on the net cash available in client's trading account. iFAST shall set client's exposure limit to the extent of available credit balance in client's ledger. 100% credit balance is required in the trading account in trading account of the client for buy trades. Exposure shall be given on clearance of cheques. iFAST shall from time to time apply such haircuts as may be decided by iFAST and the Exchange. Subject to the client's exposure limits, client may trade in securities. Client shall abide by the exposure limits, if any, set by iFAST or by the Exchange or Clearing Corporation or SEBI from time to time.

### 9. Shortages in obligations arising out of internal netting of trades

If a client fails to make timely delivery to iFAST in respect of the shares or securities sold by him as notified by the Exchange from time to time i.e., in case of short delivery, the said un-discharged obligation on the part of the client shall be subjected to close out or auction in accordance with the rules and regulations of the Exchange. The loss, if any, on account of such close out or auction shall be debited to the account of the client. Under such cases, no further claims shall lie between the client and iFAST. In case of shares purchased by client where no delivery was timely effected as required under the Rules and Regulations by the Exchange the short delivery will be closed-out by iFAST in accordance with the Exchange procedure and the credit on account of such close-out or auction shall be made to the account of the client. Under such cases, no further claims shall lie between the client and iFAST.

### 10. Closing out of positions

The client accepts to comply with iFAST's requirement of payment of margin/settlement of the Client, immediately failing which iFAST may sell, dispose, transfer or deal in any other manner the securities already placed with it as Margin/lying in the beneficiary account of iFAST and/ or cancel pending orders and/ or square-off all or some of the outstanding positions of the Client as it deems fit at its sole discretion without further reference to the Client and any resultant or associated losses that may occur due to such square -off/sale shall be borne by the Client. iFAST shall be fully indemnified and held harmless by the Client in this behalf at all times. In exercise of iFAST



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right to sell securities, the choice of specific securities to be sold and/or orders to be cancelled shall be solely at iFAST's discretion. The resultant or associated losses that may occur due to such squaring-off or sale of such securities shall be borne by the Client. Where there is breach in shares/ underlying scrips, specific market wide position limit (MWPL) as specified by Exchanges, client will not be permitted to take fresh positions in that share/ underlying but he can square off his existing open positions. In case any of the positions limits (client level, Trading Member level, market level) are breached, iFAST may initiate square off.

### **11. Restriction on circulation of unauthenticated news**

Any market news circulated and/or spread through chat forums/ blogs/ websites/ social networking sites or through other mode of circulation including SMS, email etc. by employees without authenticity has potential to distort the price discovery mechanism of the market and normal functioning can be affected.

In view of guidance issued by SEBI/Exchanges in this regard, it is directed that all employees of the organization should follow internal code of conduct and controls of the company. No employee of the company will encourage or circulate rumors or unverified data/information obtained from sources like clients and industry or any other sources without verification and approval by compliance officer.

Access to forms of media provided by company for its business purpose likes chat rooms, messenger sites etc. will be under supervision and the logs of such access by all will be treated as records. Any employee who violates above guidance is liable for action by the company.