

## Investors are requested to note the Dos and Don'ts while operating their Demat accounts:

### Points:

- 1) Always deal with a SEBI registered Depository Participant for opening a Demat account. Read all the documents carefully before signing them.
- 2) Register / update your email ID and mobile number in your Demat account to regularly receive alerts from NSDL.
- 3) Do not share the OTP or password with anyone as these are meant exclusively for you.
- 4) Do not download unknown Apps on your phone / device. The unknown app may access your confidential data.
- 5) Ensure to register the password of online platforms in a unique form. Please ensure that the password is complex and strong. Further, please ensure to change the password at regular intervals.
- 6) Before granting Power of attorney to operate your Demat account to an intermediary like Stock Broker, Portfolio Management Services (PMS) etc., carefully examine the scope and implications of powers being granted.
- 7) Regularly monitor your NSDL-CAS statement received from NSDL through electronic or physical mode.
- 8) In case you change any details in your Demat account viz., address, bank details, mobile number or email ID etc, please ensure to receive Client Master List / Confirmation of updation from your Participant.
- 9) Please ensure to monitor the alert viz., SMS / email received from NSDL with respect to debits or changes in the demographic details.
- 10) Please ensure safe keeping of Delivery Instructions Slips.
- 11) Please ensure to nominate in your Demat account.
- 12) For Investor Complaint/ Grievances, investors can contact at
  - a. SCORES (a web based centralized grievance redressal system of SEBI)  
<https://www.scores.gov.in/scores/Welcome.html>
  - b. At NSDL <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx>
  - c. Emails to designated email IDs of Depository

NSDL has uploaded the Investor Charter on the NSDL website. The same is available on link [https://nsdl.co.in/publications/investor\\_charter.php](https://nsdl.co.in/publications/investor_charter.php) for information.

DP to inform their clients as best practices to safeguard their Demat accounts from fraudulent practices.