

Policy on Call confirmation to clients

Welcome Call: Welcome calls are given to clients who have opened trading accounts with Shriram Financial Services Pvt. Ltd. in Equities, Derivatives, Currency Derivatives or Commodities, but not through E-KYC / M-KYC.

This call verifies the clients Key details provided in the account opening form and awareness of risk trading in stock market, derivative market and commodities market.

Based on the clients confirmation given code are suspended, if required.

Not responding: If the client does not respond welcome call after multiple attempts then the trading account is suspended till the time client confirms the welcome call.

Information is communicated to client and Branch/AP about the suspending of the trading account registered with till the welcome call is attended.

Key details modification: Based on the call confirmation given to the customers, key data details are verified as per clients request and voice logs of calls are maintained for records. Mandatory call confirmation is taken for Email, Mobile modification request. However, if required call confirmation is taken for other modification request as part of due diligence.

Call to Senior Citizens: Calls are also made to senior citizens trading in derivative segments to confirm if they are aware of the risk in derivative segments.

Exceptions:

Call confirmation is not made for PMS, NRI customers
For Techno and LVB client 4 days grace is given before suspending the trading codes.