

Basic details

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id
IndusInd Bank Ltd.	INZ000188738	2401, General Thimmayya Road, cantonment, Pune, Maharashtra, 411001	NIL	18002660616 022-61798326	corporatecare@indusind.com cdsops@indusind.com

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id
Customer care	Mr. Venkatraman Ganesan	IndusInd Bank Limited, 3rd Floor, # 86, Eshwaran Koil Street, OMR Road, Muthamiz Nagar, Karapakkam, Chennai 600 097	18002660616	corporatecare@indusind.com
Head of Customer care	Mr. Joy Bose	IndusInd Bank Corporate Services Communication Business Square, 3rd Floor C Wing-302 Andheri Kurla Rd Mumbai, Maharashtra 400093	18002660616	corporatecare@indusind.com
Compliance Officer	Mr. Umakant Sardesai	731, Solitaire Corporate Park, 3rd Floor, 167 Guru Hargovindji Marg, Opp. Mirador Hotel, Andheri (east), Mumbai -400093	+912261798364	cco_regulatory@indusind.com



CEO	Mr. Sumant Kathpalia	8th Floor, Tower 1, One India Bulls Centre, Jupiter Mills Compound, 841, S.B.Marg, Elphinstone Road (West), Mumbai 400013	18602677777/ 02268577777/ 02242207777 (Outside India)	managingdirector@indusind.com
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Names and contact details of all Key Managerial Personnel including the Compliance Officer-

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
1	Mr. Sumant Kathpalia	Managing Director and CEO	18602677777/ 02268577777/ 02242207777 (Outside India)	managingdirector@indusind.com
2	Mr. Arun Khurana	Executive Director & Chief Financial Officer	022 2423 1912	investor@indusind.com
3	Mr. Anand Kumar Das	Company Secretary	02266412487	investor@indusind.com
4	Mr. Umakant Sardesai	Compliance Officer	02261798364	cco_regulatory@indusind.com

Procedures for opening a trading account**Opening a Trading Account: (Product- Exchange Traded Currency Derivatives)**

Before opening a Trading Account in Exchange Traded Currency Derivatives Account, it is mandatory for an investor/client to open a CASA Account with the IndusInd Bank i.e (Current Account / Savings Account). The investor needs to fill form mentioned in the following link for Opening of Trading Account basis client category i.e. Individual category & Non-individual category:

Currency Derivatives – Non Individual Account: [Click Here](#)

Currency Derivatives – Individual Account & Proprietorship: [Click Here](#)

Currency Derivatives – Checklist: [Click Here](#)



The following additional documents are required for opening a Trading Account in the Exchange Traded Currency Derivatives Segment:

Proof of Income	Proof of Bank Account (any one)
✓ Bank account statement for last 6 months ✓ Latest Salary Slips/ Form 16 in case of salaried person ✓ Copy of ITR Acknowledgement ✓ Passport ✓ Copy of Net-worth Certificate issued by a Chartered Accountant	✓ Cancelled Cheque (with name of investor above sign here section) ✓ Bank Passbook {with Indian Financial System Code (IFSC)}

Account Opening Form has two type of documents:

MANDATORY DOCUMENTS	VOLUNTARY DOCUMENTS**
✓ Rights & Obligations of Stock Broker and Investor. ✓ Uniform Risk Disclosure Documents. ✓ Do's and Don'ts for trading on Exchanges. ✓ Policies and Procedures of Stock Broker. ✓ Tariff Sheet.	✓ Running Account Authorization. ✓ Power of Attorney (PoA). ✓ Electronic Contract Note (ECN) Declaration. ✓ Consent for electronic communication and receiving alerts (Email/ SMS).

** (to be submitted as mandated by Bank)

On filling up the Account Opening form the Investor may submit the documents through Relationship Manager: Investor/client can handover the required physical set of documents including the Account Opening Form to the relationship manager, who introduced you to the bank.

After completion of the documentation for KYC, Welcome letter will be sent on the Investor/client registered email ID along with the Unique Client Code (UCC) and back office contact details.



Procedure for filing a complaint on designated email id/ Toll-free number and finding out the status of the complaint etc

1. Complaints can be lodged with different mode mentioned as under –

- Call Contact Center on following nos: 1860 267 7777(India) / +91 22 61553100 / 022 4220 7777 (International)
- Send email to Contact Centre at: corporatecare@indusind.com;

In case, Branch / Contact Centre are unable to resolve the issue within 7 working days, Customers can escalate the complaint to Head - Customer Care as under –

Mr. Joy Bose - Head of Customer care

IndusInd Bank

Corporate Services Communication Business Square,

3rd Floor C Wing-302

Andheri-Kurla Road

Mumbai, Maharashtra 400093

Contact no – 18002660616

Email: - corporatecare@indusind.com

For Redressal of Customer Grievances an Investor/client to refer to following link: [Click Here](#)

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI or Exchange at - SEBI

at

<https://scores.gov.in/scores/welcome.html> or

Exchange at

<https://investorhelpline.nseindia.com/NICEPLUS/>

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.

1. For status of the complaints registered at IndusInd Bank, contact our customer support team at [+912266412203] or [cco_regulatory@indusind.com]
2. current status of your complaint, such as "Under Review," "In Progress," "Resolved," or "Awaiting Response" can be received by contacting customer support team by providing ticket number of the complaint.



Details of Authorized Persons

Sr. No	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constitution	Status	Registered Address				Terminal Details (Exchange Wise)	
					Address	City	State	Pin	Terminal Allotted(Y/N)	No. of terminal
				(Approved/Cancelled)						
NIL										

List of Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons				
Sr. No	Authorised Person's Name	Status	Authorised Person Cancellation Details	
			Date	Reason
NA				

