**Salasar Stock Broking Ltd.**

**Step by step procedures for opening Account with us:**

1. Go to “Client Registration Kit” Tab on our website.
2. Download all the Forms therein.
3. Obtain printout of the Trading KYC & NSDL KYC Form along with CKYC Form. Alternately you can obtain all the Forms physically from our Registered office. We are currently not supporting Online account opening.
4. Fill all the forms yourself and attach the required Attachments like PAN Card , Aadhar Card , Income Statements etc ., in case of individuals which should be self certified along with photograph wherever required . In case of Corporates additional details like list of authorized signatories, shareholding pattern, Audited Annual Accounts , Board resolution etc. are required .
5. Please put your signatures specifically in the Segments you wish to trade and cross out the segments you do not wish to Trade along with your signature .
6. In case of any query / problem while filling up the Form you can contact our Company official Mr,Swarup Mondal at 033-40126740/ 9830590328 .
7. After filling up the Form completely please visit our Registered office for In personal Verification (IPV) and submit the KYC forms and documents to our Company’s official.
8. If there are any deficiencies you would be informed accordingly and you need to correct the same. Thereafter your trading & demat account would be opened within Seven working days of submission of your Form.

**Step by step procedures for Filing a Complaint on our designated email ID**

1. If you have any complaint please email the same from your registered e-mail Id with us to our exclusive e-mail Id: investor.ssbl@gmail.com .
2. Alternatively you can also visit our office and lodge your complain physically.
3. Your complaint would be looked into by the Compliance Officer and his team and the status of the same would be communicated to you on your Registered e-mail ID within 15 working days.

**Step by step procedures for finding out the status of the complaint**

1. In order to enquire about the status of complaint filed by the clients, they need to contact the Compliance Officer either through E-mail or same can also be contacted on the Mobile & Land Line numbers given under the contact list.
2. In the absence of any satisfactory response / complaint not being addressed to your satisfaction within 15 working Days , you may lodge a complaint with any of the Authorities like NSE / BSE / NSDL / SEBI . Details of the same are given under the “Contact Us” Tab on our website .