

Details of Mandatory display

i. Basic details of the SB such as registration number, registered address of Head Office and branches if any -

| Stock Broker Name | Registration Number | Registered Address | Branch Address (if any) | Contact Number | Email id |
|---------------------------|---------------------|--|-------------------------|----------------------------|--|
| Moneywise Finvest Limited | INZ000196835 | 11/6B, Shanti Chamber, Pusa Road, New Delhi-110005 | NA | 1800113331 011-30111000 | stoxkart@stoxkart.com |

Escalation Matrix:

| Details of | Contact Person | Address | Contact No. | Email Id |
|-----------------------|---------------------|--|---|--|
| Customer care | Sonia Munjal | 11/6B, Shanti Chamber, Pusa Road, New Delhi-110005 | 1800-11-3331 Working Hours:- 10:00 to 07:00 PM | igc@stoxkart.com |
| Head of Customer care | Ms. Monika Kumar | 11/6B, Shanti Chamber, Pusa Road, New Delhi-110005 | 011-30111000 Extn. 666 Working Hours:- 10:00 to 07:00 PM | monika@stoxkart.com |
| Compliance Officer | Mr. Junaid Akhtar | 11/6B, Shanti Chamber, Pusa Road, New Delhi-110005 | 011-30111000 Extn. 211 Working Hours:- 10:00 to 07:00 PM | compliance@stoxkart.com |
| CEO | Mr. Pranay Aggarwal | 11/6B, Shanti Chamber, Pusa Road, New Delhi-110005 | 011-40753333 Working Hours:- 10:00 to 07:00 PM | ceo-support@stoxkart.com |

ii. Name of contact details of all Key Managerial Personnel including the Compliance Officer-

| Sr. No | Name of Individual | Designation | Contact No. | Email Id |
|--------|---------------------|---------------------------|---------------------------|--|
| 1 | Mr. Pranay Aggarwal | CEO & Whole-Time Director | 011-40753333 | pranay@smcindiaonline.com |
| 2 | Mrs. Smriti Wadhera | Company Secretary | 9123347172 | smritiwadhera@smcindiaonline.com |
| 3 | Mr. Nikhil Varshney | Chief Financial Officer | 9720540525 | nikhil@stoxkart.com |
| 4 | Mr. Junaid Akhtar | Compliance Officer | 011-30111000 Extn. 211 | junaidakhtar@stoxkart.com |

ONLINE ACCOUNT OPENING PROCESS




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on Call Me Back.


*This online account opening facility is
only for Resident Individual clients*

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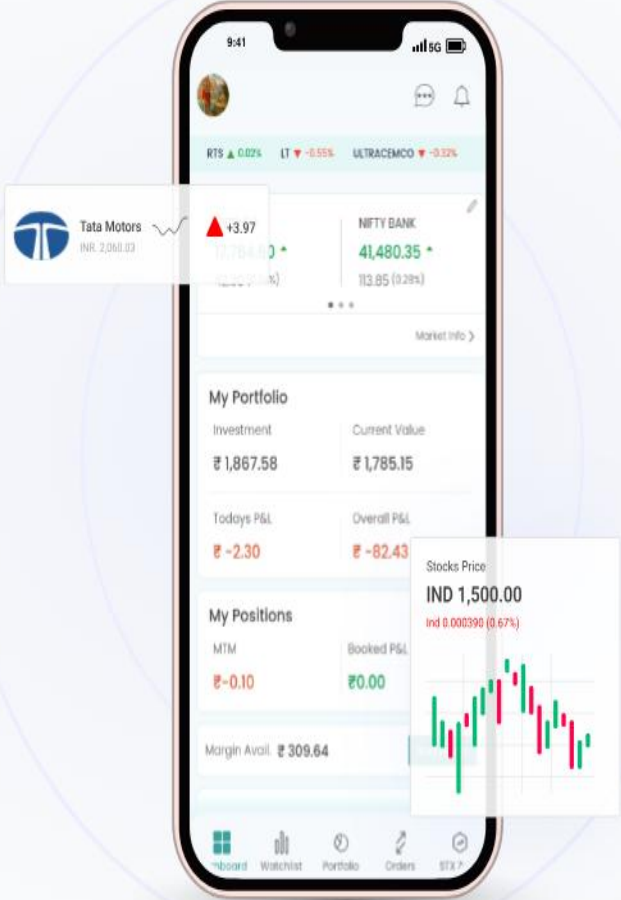
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click on Send OTP.

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sent on your mobile.



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Send OTP

By clicking you agree to our [Terms and conditions](#)

Enter your e-mail address
and click on Send OTP.


It will be verified through OTP
sent on your e-mail.

← → ↻ 📄 signup.stoxkart.com/e-kyc/email-verification ☆ ⬇️ 👤 ⋮

 **STOXKART** LOGOUT

10% Progress

Basic Information



Email ID

Enter your email ID

Send OTP

Enter PAN (As Per PAN card)

PAN must be linked with Aadhaar

← → ↻ 📄 signup.stoxkart.com/e-kyc/pan-upload



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15% Progress

PAN Verification



Enter PAN

Please enter your PAN



I/We hereby give my/our consent for downloading my/our CKYC record from Central KYC Records Registry (CKYCRR) and KYC Registering Authority (KRA)

Confirm

Provide basic Details

Fill additional basic details - Occupation, Education, Income Details etc.



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Personal Information



Occupation

Private Sector

Public Sector

Govt. Sector

Business

Student

Retired

Other

Wrong details? [Start Over](#)

Continued....



25% Progress

Personal Information



Trading Experience

< 1 year

1 - 5 years

5 - 10 years


> 10 years

[< Previous](#)[Wrong details? Start Over](#)



25% Progress

Personal Information



Annual Income

0 - 1 Lakh

1 - 5 Lakhs

5 - 10 Lakhs

> 10 Lakhs

[< Previous](#)[Wrong details? Start Over](#)

Continued....



25% Progress

Personal Information



Marital Status

Single

Married

< Previous

Wrong details? [Start Over](#)



25% Progress

Personal Information



Education

High School

Graduate

Post Graduate

Others

< Previous

Wrong details? [Start Over](#)

Continued....



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Personal Information



Details for Identification

We request to fill a bit more information

Mother's Name

Mother name is a required field

Father's Name

Father name is a required field

Confirm

[← Previous](#)

Wrong details? [Start Over](#)

Continued....



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Personal Information



Mandatory Declarations

Please confirm the below information

- I am an Indian citizen ☒
- I am a Tax Resident of India Only ☒
- I am not politically exposed Person (PEP) or Related to PEP ☒
- I want to use Margin Trading Fund (MTF) facility ☒
- I want to open a NON BSDA account ☒

Confirm

< Previous

Wrong details? [Start Over](#)

Bank details Verification

Enter Bank Details



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Bank Verification



Bank Details

Please choose how you would like to verify your bank

Verify using UPI

OR

Enter Bank A/C Details

Continue

< Previous

Wrong details? [Start Over](#)

Upload Photo


signup.stoxkart.com/e-kyc/selfie-verification

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Upload Photo



Provide your live photo

Select Any Option

Click Photo

Send link to mobile

Wrong details? [Start Over](#)

Upload Signature

← → ↺ signup.stoxkart.com/e-kyc/signature-upload

🔍 ☆ 👤 ⋮



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Upload Signature



Provide Your Valid Signature

Select any one option

Sign on the Screen

Upload

Wrong details? [Start Over](#)

Upload Proof of income (Mandatory if you wish to trade in derivatives)

signup.stoxkart.com/e-kyc/segment-upload

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Segment

Derivative Segments

Upload income proof

As per SEBI & Exchange regulations you are required to share your income proof to enable trading in Futures & Options

Fetch 6 Months Bank Statement

OR

Upload Documents Manually


Confirm

NOMINEE DETAILS

Fill the details of nominee. It is recommended to appoint nominee at the time of account opening


← → ↻ 🔍 ⭐ 👤 ⋮

signup.stoxkart.com/e-kyc/nominee-upload

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65% Progress

Nominee



Add Nominee

Would you like to add a nominee?

☐ Yes

☒ No

Continue

[< Previous](#) [Wrong details? Start Over](#)

Nominee continued....

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Add Nominee

X

Name

Share

100%

Relation

Father

Date of Birth

26/08/2024

Guardian Name

Guardian PAN


Mobile Number

☐ Does the nominee's address match yours?

Address 1

Fetch your Aadhaar details

← → ↺ 📄 signup.stoxkart.com/e-kyc/digio 🔍 ☆ 👤 ⋮

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75% Progress

Digilocker & E-sign


digio

Verify your aadhaar

Verify

Wrong details? [Start Over](#)

continued.....




accounts.digilocker.gov.in/oauth_partner/register/%252Foauth2%2...

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Accounts | DigiLocker | Free, Secure, Flexible and easy-to-use a...

accounts.digilocker.gov.in/oauth_partner/register/%252Foauth2%2...




Digiotech Solutions Private Limited

You are about to link your DigiLocker account with Digiotech Solutions Private Limited application of Digiotech Solutions Pvt. Ltd.. You will be signed up for DigiLocker account if it does not exist.

Enter Aadhaar Number*

Please enter the following text in the box below:



Unable to read the above image? [Try another!](#)

Next

[Return to Digiotech Solutions Private Limited](#)

E-Sign Continued....



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THANK YOU

MONEYWISE FINVEST LIMITED (STOXKART)

CIN : U67100UP2009FLC088874

Registered & Corporate Office: 11/6B, Shanti Chamber, Pusa Road, New Delhi - 110005

Tel +91-11-30111000. Email: stoxkart@stoxkart.com

SEBI Reg. No. INZ000196835

NSE: EQ,FO, CDS, COM, DEBT (Member ID 90161)

BSE: EQ, FO, CDS, COM, DEBT (Member ID 6690)

MCX: COM (Member ID 56325)

CUSTOMER CARE – TEAM IVR/ NON IVR

Customer service is the process of ensuring customer satisfaction by providing professional, high quality assistance for the product and services before, during, and after the sale. They help customers with complaints and provide information about their queries through phone call, and E-mail.

Customer service representatives are available to answer the query and resolve the issue at customer's suitable time. The Customer Care Department deals with all queries related to Moneywise Finvest Ltd (MFL) customers.

Contact Number: 011-71333666 option no-2 is available for customer care.

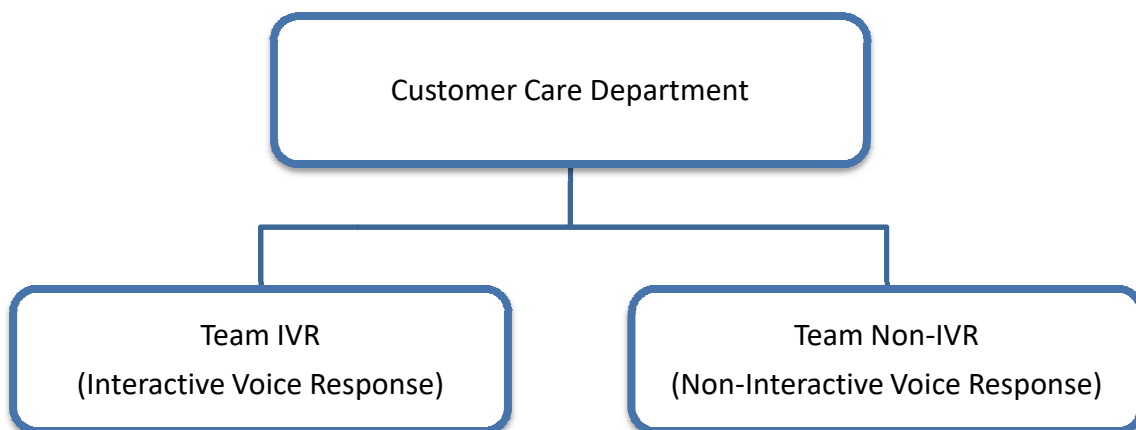
Email Id: contact@stoxkart.com; igc@stoxkart.com

Working Days: Monday – Saturday

Working Hour: 9AM -8PM

Working Hour: for Saturday 9:00 AM - 4:00 PM

The Customer Care Department is divided into two teams



Despite all the efforts possibility of grievances cannot be ruled out and Moneywise Finvest Ltd endeavors to address all complaints regarding service deficiencies or other grievances.

The Policy seeks to ensure that:

- Grievance, if any, that may arise pursuant to the trading services provided under rules, regulations and guidelines provided by SEBI / Exchanges from time to time be redressed through Investor grievance mechanism of the Company.
- Whenever any E-mail is received on contact@stoxkart.com; or igc@stoxkart.com than an auto generated Ticket number is assigned to client.
- Client can call us or E-mail us for raising his complaint. FTR (First time resolution) is provided on call if possible and if it is time taking than asked the client to write us an E-mail.
- All grievances have proper recording facility where all the incoming grievances are recorded and when and how they are addressed also maintained properly.
- Grievances shall be resolved in a time bound manner with detailed advice to the investor. In case the resolution needs time, an interim response, acknowledging the grievance and its follow-up issued to all the interested parties i.e., Exchanges & clients etc.

1. **Mechanism to redress investor grievances received directly from client, either at head office or Authorized Person office :-** Our Customer Support Team (CST), is the window which opens both way having customers at one way and on counter direction MFL is positioned. We have dedicated email id for receiving complaints namely **igc@stoxkart.com** (for Broking operations) and one toll free number 1800-11-3331 which are prominently/sufficiently displayed and communicated to clients through Website, Welcome kit which we send post opening of trading account. We have also implemented IVR systems on which customer can select the different options like Customer Support (Separately for online and offline clients). All the calls are recorded. For the convenience of clients we have separated contact Numbers for online and offline customer support which is 011-71333666 and 1800113331. This team strives to resolve most of the issues which client

raises directly and if, there are issues which require technical investigation it transpires the issues to Second layer of the Mechanism i.e. IGRT. MFL has equipped this Team with adequate support system so that Investor's primary grievances are resolved immediately.

- 2. Mechanism to redress investor grievances received from Stock Exchanges/SEBI:** Investor Grievances Redressal Team (IGRT) which is lead by CS Suman Kumar (Group Head- Corporate Affairs & Company Secretary). Customer Support team passes all the cases which are of serious nature and couldn't be handled in the benchmark Turn-Around-Time (TAT), to this team. After receiving the grievances this team investigates the matter thoroughly after involving interface with all the concerned departments. This team collects all the relevant information related to grievances of Investors like all the requisite documents like KYC, copies of contract notes, account ledger, SMS confirmation report, voice recordings, online trading information accessing report from the concerned department and conducts the basic studies and enquiries of the said grievances in the light of the documents and further makes the detail investigation from the concerned branch / Authorized Person/location from where the trades have been executed. After the detailed enquiry the IGRT sends its findings either directly to the client or through the exchange if the same has been received through the exchange. The IGRT makes the regular report through Management Information System (MIS) regarding receipt of the grievances and their Redressal regularly and submit it to the Director and Compliance officer.
- 3. Escalation of complaints to senior management in cases the internal benchmarks and timelines are not met.** The IGC (Investor Grievances Committee) is the most senior team to take decisions and all the matters which fail to be redressed within the self-defined benchmark time are escalated to this Committee. Investor Grievance committee will comprise of senior level people and One Whole-time Directors. Currently, the Team shall include Mr. Pranay Aggarwal-Chief Executive Officer & Director, Mr. Junaid Akhtar - Compliance Officer, Ms. Monika – AVP (Customer Support), Mr. Tarun Gupta – Manager in legal department of Group Company & Ms. Sonia Gupta Asst. Manager (Customer Support). This team is mandated to meet as per the requirement and minimum 3

members must be present in meeting. This committee is constituted to properly observe, supervise and give direction for handling of investor Grievances.

4. **Internal benchmarks and timelines set out to resolve investor grievances :-** the direct complaints which are addressed by customer support team has TAT of 3 working days to response the issues it receives and Investor Grievances Redressal team has to report its findings with in maximum period of 7 working days from the date of receipt of Grievances.
5. **Steps taken to reduce the number of grievances:-** We at Moneywise Finvest Ltd give utmost priority to Investor's interest. in that regard we have taken number of steps as explained below:
 - Welcome kit capturing all the vital information mentioned by client in CRF along with User-id and password are sent immediately to clients
 - Delivery of Digital contract notes and account statement to all clients with a note that if they find any discrepancy they may call us within 24 hours of receipt of those documents.
 - Mobile confirmation of trades and ledger balance through SMS facility.
 - All De-mat accounts are connected with SMS facility; any movement in those accounts would be duly informed to de-mat accountholders.
 - Investors can raise query over phone / E-mail. If required, the matter is consulted with other departments / concerned persons.
 - Every query is mapped with its TAT so that query resolves on time if not then it escalates according to the escalation matrix.
 - We analyze the cases and proper surveillance is focused on the regions which may come with large grievances. All the respective officials are engaged periodically along with IG head, Accounts head and Surveillance head.

Details of Authorized Persons

| List Of Authorised Persons (AP) | | | | | | | | | | |
|---------------------------------|--------------------------|---|--------------|--------------------------|--|-------------|----------------|----------|-------------------------------------|---------------------|
| Sr No. | Authorised Person's Name | Authorised Person Code (Exchange Name-NSE) | Constitution | Status | Registered Address | | | | Terminal Details (Exchange Wise) | |
| | | | | (Approved/C ancelled) | Address | City | State | Pin code | Terminal Allotted (Y/N) | No. of Terminals |
| 1 | ANISH SINGH THAKUR | AP3037000061 | Individual | Approved | FLAT NO-501 TOWER-4. ORANGE COUNTY INDIRAPURAM SHIPRA SUN CITY GHAZIABAD | Ghaziabad | Uttar Pradesh | 201014 | N | 0 |
| 2 | PRADEEP PORWAL | AP3037000101 | Individual | Approved | DENDIYA INDORE ROAD DHEDIYA UJJAIN- | Ujjain | Madhya Pradesh | 456006 | N | 0 |
| 3 | AARTI A WAGAL | AP3037000161 | Individual | Approved | B/306, Ram Jharokha, Indralok Phase-4, BHAYANDER EAST THANE | Thane | Maharashtra | 401105 | N | 0 |
| 4 | RAKESH RAVINDRA PATIL | AP3037000181 | Individual | Approved | Varcha Bhandar wadi, Bhalavali Rajapur Ratnagiri | Ratnagiri | Maharashtra | 416702 | N | 0 |
| 5 | ASHWINI A GOUR | AP3037000201 | Individual | Approved | 462/2813 Subhlaxmi Nagar Gujarat Housing Board, Near Janta Nagar Chandkheda Society Area Mansa Gandhinagar | Gandhinagar | Gujarat | 382424 | N | 0 |
| 6 | JASPREET SINGH MANCHAND | AP3037000211 | Individual | Approved | Makan Sankhya 19, South City CO, Near Aafisar Colony, City Colony Saharanpur | Saharanpur | Uttar Pradesh | 247001 | N | 0 |
| 7 | RAJAT SAXENA | AP3037000261 | Individual | Approved | 591-I Y A/183/86 Bhagwati Vihar Colony Telibagh B R A University Lucknow | Lucknow | Uttar Pradesh | 226025 | N | 0 |
| 8 | KEI WEALTH CO-OPERATIVE | AP3037000231 | Firm | Approved | Pt No-116 pt (old) 4970/6189 (new) shopside Building c. s. dag no 17641/17744 Village no-85 Wahengbam Leikaimayai Lambi Road Sagolaband Imphal Manipur | Imphal | West Bengal | 795001 | N | 0 |
| 9 | BHAGYSHREE DEVIDAS WADN | AP3037000241 | Individual | Approved | Room no. A/4 Gurrudarshan Row House Ambad Link Road, behind burkule hall Nashik | Nashik | Maharashtra | | N | 0 |
| 10 | YOGESH JAIRATH | AP3037000281 | Individual | Approved | Flat 2 B, Canal view app. Seth Hukam Chand Colony Jalandhar | Jalandhar | Punjab | 144008 | N | 0 |
| 11 | DIGAMBAR CHINTAMANRAO K | AP3037000411 | Individual | Approved | FLAT NO.11, BUILDING NO. N11 E SECTOR SARA PARIVARTAN, SAWANGI, SAWANGI HARSOOL Aurangabad | Aurangabad | Maharashtra | 431008 | N | 0 |
| 12 | SONAL SACHIN NIKUMBH | AP3037000361 | Individual | Approved | W/O: Sachin Nikumbh FLAT No.12, OM SAI EMPAIRE Patil Lane No - 03 OPP BIG BAZAR COLLEGE ROAD NASHIK | NASHIK | Maharashtra | 422005 | N | 0 |
| 13 | SK MD RAFIKUL ALI MOLLAH | AP3037000351 | Individual | Approved | NEAR SHIV TEMPLE , VILL DOLLYGUNJ PO DOLLYGUNJ PS PAHAR GAON,DOLLYGUNJ (RV), SCHOOL LINE, ISLANDS- Andaman | PORT BLAIR | Andaman | 744103 | N | 0 |
| 14 | JOGDAND PAVAN DILIP | AP3037000301 | Individual | Approved | NEAR LAXMI BAI TAPKIR SCHOOL, SR NO 68/2/1 ,MORYA COLONY, TAPKIR NAGAR, PUNE CITY, PUNE | PUNE | Maharashtra | 411017 | N | 0 |

| | | | | | | | | | | |
|----|---------------------------|--------------|------------|----------|---|-----------------|----------------|--------|---|---|
| 15 | SANDIP PRAKASH WAGH | AP3037000491 | Individual | Approved | FLAT NO 10A, SAISHYAM APPARTMENT, NEAR SAIBABA MANDIR, BALWANT NAGAR SATPUR INDUSTRIAL ESTATE, NASHIK- | NASHIK | Maharashtra | 422007 | N | 0 |
| 16 | SONAR ANKUSH RAMKRUSHNA | AP3037000501 | Individual | Approved | H N 4/34/3/211 UTTAMNAGER JWAHER COONY SUNDER GAYREG CHYA MA AURANGABAD, AURANGABAD | AURANGABAD | Maharashtra | 431001 | N | 0 |
| 17 | KOMAL SANTOSH SABALE | AP3037000451 | Individual | Approved | N-33/L-83/0-1 opp. Sai Baba Mandir Sahyadri Nagar opp. Sai Baba Mandir Sahyadri Nagar Nashik | Nashik | Maharashtra | 422009 | N | 0 |
| 18 | YASH NANDKISHOR BORSE | AP3037000511 | Individual | Approved | PRIYASHILP BUNGLOW PLOT NO 164, SURVEY NO 899/1, NAGARE NAGAR, SURVEY NO 899/1, NAGARE NAGAR, NASHIK | Nashik | Maharashtra | 422009 | N | 0 |
| 19 | YOGITA AVINASH GUNJAL | AP3037000521 | Individual | Approved | N-42/J A - 19/6, SHRIRAM NAGAR PAVAN NAGAR, CIDCO NASHIK | NASHIK | Maharashtra | 422009 | N | 0 |
| 20 | KALE ASHISH GANGADHAR | AP3037378741 | Individual | Approved | GHAR NO. 54, MUKTAI COLONY, CIDCO AMBAD LINK ROAD BEHIND PAWAN NAGAR WATER TANK, KAMATWADE SHIWAR, AMBAD KHURD NASHIK | NASHIK | Maharashtra | 422010 | N | 0 |
| 21 | SHIVRAM PANDURANG AHERKAR | AP3037378711 | Individual | Approved | MARUTI MANDIR PARISAR, AT. POST PIMPRI SAYYAD, TALUKA NASHIK, PIMPRI SAYYAD, NASHIK | NASHIK | Maharashtra | 422003 | N | 0 |
| 22 | TUSHAR PANDURANG SANGAL | AP3037378781 | Individual | Approved | BELGAON TARALE, BELGAON TARHALE, NASHIK | NASHIK | Maharashtra | 422403 | N | 0 |
| 23 | PUKALYA S | AP3037000581 | Individual | Approved | NO 4/22, BATHAKOTTAM, VALAVANDHI POST, MUSIRI, VALAVANDHI EAST, TIRUCHIRAPPALLI | TIRUCHIRAPPALLI | TAMIL NADU | 621211 | N | 0 |
| 24 | GOSWAMI AJAYPURI | AP3037000591 | Individual | Approved | S/O- GOSWAMI RAJESHPURI, INDIRAPURI TAVADIA PATAN | PATAN | GUJRAT | 384151 | N | 0 |
| 25 | GEETHARANI ARUN | AP3037000601 | Individual | Approved | 4/128 2ND STREET KONDASAMY LAYOUT ROAD AMAN NAGAR PULIKULAM VTC COIMBATORE SOUTH PO RAMANATHAPURAM | COIMBATORE | TAMIL NADU | 641045 | N | 0 |
| 26 | PALASH RAJANI | AP3037395021 | Individual | Approved | NEAR GOL BAGICHA, 123 PALSIAKAR COLONY | INDORE | Madhya Pradesh | 452001 | N | 0 |
| 27 | HARSHIL DEEPAK JOSHI | AP3037395031 | Individual | Approved | 403 NUTAN MAHADEV BEHIND VIKRANT CIRCLE GHATKOPAR EAST | MUMBAI | Maharashtra | 400077 | N | 0 |
| 28 | AJAY SHANKAR DEOKAR | AP3037395041 | Individual | Approved | 304, Vindhyachal Bulding A C C Cement Road Mulund West Mumbai | MUMBAI | Maharashtra | 400080 | N | 0 |

| List of Authorised Persons (AP) Cancelled by Members on Account of | | | | |
|--|--------------------------|--------|--|----------------------------|
| Sr. No. | Authorised Person's Name | Status | Authorised Person Cancellation Details | |
| | | | Date | Reason |
| 1 | SYED AYAZ | Closed | 06/07/2021 | Due to disciplinary action |