

- Basic details of the SB such as registration number

| Stock Broker /DP Name | Registration Number | Registered Address | Branch Address (if any) | Contact Number | Email id |
|----------------------------|---|---|-------------------------|----------------------------------|--|
| UAE EXCHANGE & FINANCE LTD | NSE: 06558, BSE: 6674, INZ000196935 DP: IN-DP- CDSL-416-2007 | No. 63, Artillery Road, Ulsoor, Bengaluru -56008 | | +91 484 2384000 / 97470 36644 | xtrade@xtrademoney.com |

- Escalation Matrix for Stock

| Details of | Contact Person | Address | Contact No.(Working Hours) | Email Id |
|------------------------------------|------------------|--|---|--|
| Client Servicing | Swapna Sebastian | UAE Exchange & Finance Ltd, 4 th Floor, Poulose Tower,Td Road Kochi - 682035 | 9387085052, (Mon- Fri : 10.00 am – 5.00 pm) | xtrade.dealer3@xtrademoney.com |
| Head of Client Servicing Grevience | Smithamol A .S | | 9388290771, (Mon- Fri : 10.00 am – 5.00 pm) | xtrade@xtrademoney.com |
| Compliance Officer | Sreenish T.S | | 9947036812, (Mon- Fri : 10.00 am – 5.00 pm) | grievances@xtrademoney.com |
| CEO | Sreenish T.S | | 9947036812, (Mon- Fri : 10.00 am – 5.00 pm) | Stlacc@xtrademoney.com |

- Names and contact details of all Key Managerial Personnel including the Compliance Officer-

| Sr. No. | Designation | Name | PAN | Landline No. 1 | Mobile No. 1 | Email Id. 1 | Office Address |
|---------|---------------------------------|----------------|------------|----------------|--------------|----------------------------|--|
| 1 | WHOLE TIME DIRECTOR (WTM) | Sajeesh Xavier | AAAPX7922L | 0484-2384000 | 9744855129 | dphelp@xtrademoney.com | 4 th Floor, Poullose Tower,Td Road Kochi: 682035 |
| 2 | WHOLE TIME DIRECTOR (WTM) | Sreenish T S | AGVPT7877M | 0484-2384000 | 9947036812 | stlacc@xtrademoney.com | |
| 3 | COMPLIANCE OFFICER-STOCK BROKER | Sreenish T S | AGVPT7877M | 0484-2384000 | 9947036812 | compliance@xtrademoney.com | |
| 4 | COMPLIANCE OFFICER-DP | Sajeesh Xavier | AAAPX7922L | 0484-2384000 | 9744855129 | dphelp@xtrademoney.com | |
| 5 | CHIEF OPERATING OFFICER (COO) | Sajeesh Xavier | AAAPX7922L | 0484-2384000 | 9744855129 | dphelp@xtrademoney.com | |
| 6 | CHIEF EXECUTIVE OFFICER (CEO) | Sreenish T S | AGVPT7877M | 0484-2384000 | 9947036812 | stlacc@xtrademoney.com | |

• [List Of Authorised Persons \(AP\)](#)

| Sr . No | Authoris ed Person's Name | Autho rised Person Code (NSE &BSE) | Con stit utio n | Status (Appro ved/Ca ncelled) | Registered Address | City | State | Pin code | Terminal Details (Exchange Wise) | |
|------------|---------------------------------|---|-----------------------|--|---|------------------------|------------|----------|-------------------------------------|---------------------|
| | | | | | | | | | Terminal Allotted (Y/N) | No. of Terminals |
| 1 | PUSHPARAJ | AP029000 0211 | Individual | APPROVED | MEETTU STREET,MATHAKOTTAI,THANJAVUR RAJARSARVOJI GOV COLLEGEMEETTU STREETRAJARSARVOJI GOV COLLEGETHANJAVUR | THANJAVUR | Tamil Nadu | 613001 | N | NA |
| 2 | SHYAM VIKRANTH K | AP02900 00241 | Individual | APPROVED | 1/506TH CROSS STREETINDRA NAGARMEDICAL COLLEGE ROADTHANJAVUR MEDICAL COLLEGETHANJAVUR | THANJAVUR | Tamil Nadu | 613004 | N | NA |
| 3 | RAJESH KUMAR | AP02900 00221 / AP01667 4011442 49 | Individual | APPROVED | VALENKYTHADATHARIKATHUVEEDU ANAPPARA, VITHURA, THIRUVANANTHAPURAM | THIRUVANA- NTAPURAM | Kerala | 695551 | N | NA |
| 4 | RAJA RAJAPPA | AP02900 00161 | Individual | APPROVED | 99, KRISHNAMOORTHY NAGAR, THIRUCHIRAPPALLY, TAMILNADU | TIRUCHIRAP - ALLI | Tamil Nadu | 620021 | N | NA |
| 5 | JEFIN JAMES | AP029000 0261/AP0 16674011 60839 | Individual | APPROVED | KUNNAKKATTUMALAYIL (HOUSE) KANICHAR (POST) KANICHAR, KANNUR, KERALA, | KANNUR | Kerala | 670674 | N | NA |
| 6 | ANOOP JOHN | AP029000 0271/ AP016674 01170990 | Individual | APPROVED | APARTMENT 1,FIRST FLOOR BAVA SHERIN LAND,KALLEPURATH ROAD,VAZHAKKALA,ERNAKULAM,K ERALA | ERNAKULAM | Kerala | 682021 | N | NA |

- [Complaint flow chart](#)

Step 1

- **Prepare Necessary Information**

- 1. Before you start the complaint process, gather all relevant information such as your account details, nature of the complaint, supporting documents, and any communication related to the issue.

Step 2

- **Compose the Complaint Email**

- 1. Open your email client and create a new email.
- 2. In the "To" field, enter the email address: **grievances@xtrademoney.com**
- 3. In the "Subject" field, briefly summarize the nature of your complaint.
- 4. In the body of the email, provide a detailed description of the complaint, including relevant dates and any supporting evidence.
- 5. Attach any necessary documents to the email, ensuring they are appropriately labeled.

Step 3

- **Sending the Complaint Email**

- 1. Double-check the email content and attachments for accuracy.
- 2. Click the "Send" button to submit your complaint email.

- **Procedure:**

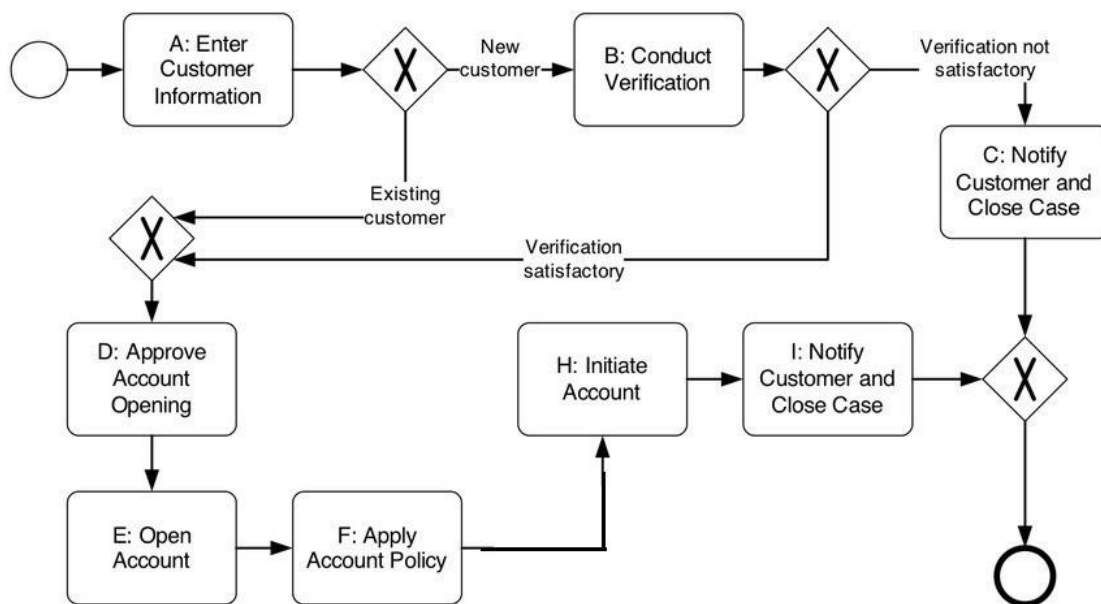
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5. Attach any necessary documents to the email, ensuring they are appropriately labeled.

- Account Opening Flow Chart



- Procedure:

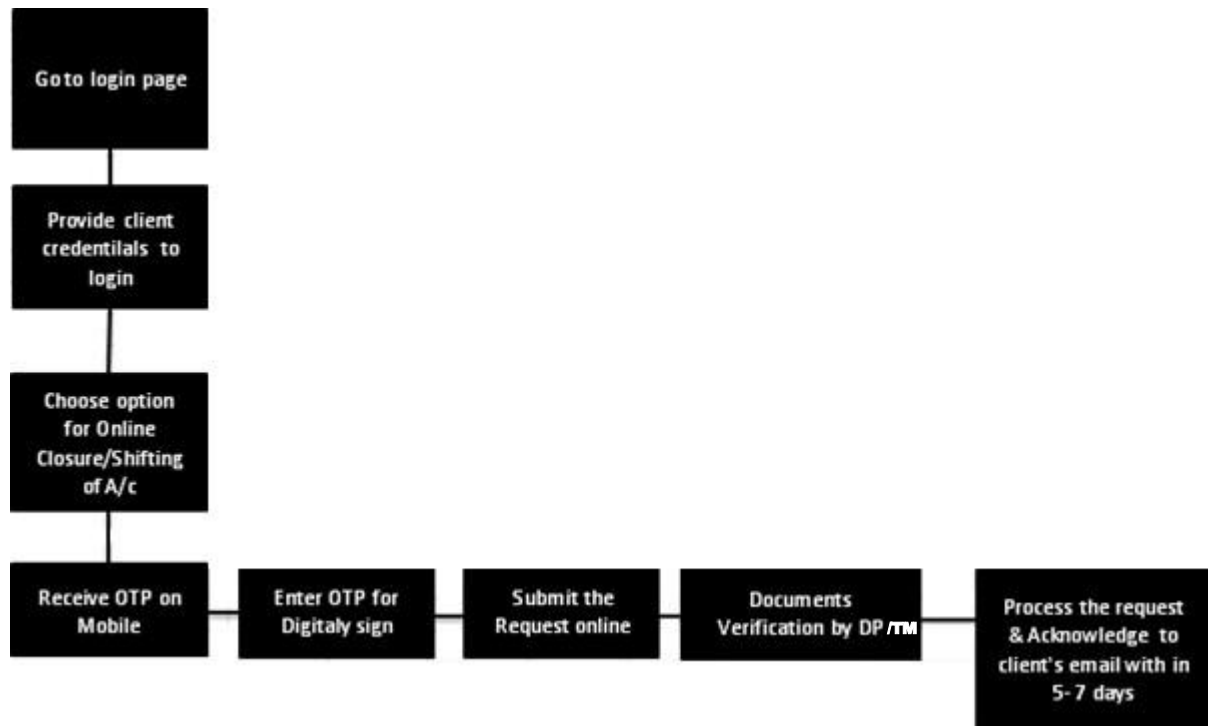
1. Open your web browser and navigate to the following link: <https://xtrade.kyc.uaexchange-ettrade.com/client/>.
2. Fill out the simple lead form asking for your name, phone number and city of residence. You will then receive an OTP on your registered mobile number.
3. Enter the OTP and then enter the email where you will receive another OTP which needs to be entered.
4. Enter your PAN details.
5. Enter your bank account details
6. Enter your KYC details via Aadhaar

7. Upload a selfie and a signature
8. You can complete the verification by e-Sign.
9. Upon successful submission, you will receive an email confirmation acknowledging your account creation request.
10. Your account will be reviewed by the XTrade team for verification.
11. Typically, your account will be activated within 24 hours, provided that all information, documents, and IPV verification are in order.

Note:

As per SEBI directives, it is mandatory to appoint a nominee for your demat account.
The nominee can be changed or updated as per the wishes of the account holder.

- [Account Closure Flow Chart](#)



- Procedure:

1. Open your web browser and navigate to the following link: <https://xtrade.kyc.uaeexchange-etrade.com/client/> > Client Login
2. Fill out the simple lead form asking in client login with credentials and details. You will then receive an OTP on your registered mobile number.
3. Enter the OTP to validate.
4. Submit request & documents for online closure/Shifting of account.
5. Closure request will be process within 5-7 days after receiving the request online & Acknowledgement will provided.

OR

Alternatively, please go to the " Services > Online Requests" section on the website fill out the required information, and Submit.

Website : <https://www.uaeexchange-xtrade.com/voluntary-freezing-unfreeze-of-trading-accounts>