

National Stock Exchange Of India Limited**Department: INVESTOR SERVICES CELL**

Download Ref No: NSE/ISC/52484

Date: June 01, 2022

Circular Ref. No: 10/2022

To All Members

Sub: Publishing of Investor Charter by Stock Brokers on their websites

This is further to the circular no. NSE/ISC/50597 dated December 14, 2021, wherein Trading Members were advised to bring the Investor Charter to the notice of their clients (existing as well as new clients) by uploading the same on their respective websites and making it available at prominent places in their offices, providing a copy of the Investor Charter as a part of account opening kit to the clients, through e-mails / letters etc.

It has come to notice of the Exchange, that Investor Charter published by Trading members on their respective websites is not in line with the spirit with which the same was introduced.

Trading Members are advised to have a separate page on the website for the Investor Charter wherein the relevant details provided in the Investor Charter viz Vision, Mission, Services Provided by the member, Grievance Redressal Mechanism of the member and Exchange, etc are displayed along with the logo of the Trading Member. The link to access the Investor charter should be available on the home page of the website.

The provisions of this circular shall come into effect from June 20, 2022.

Trading Members are requested to take note of the contents of the circular and comply accordingly.

**For and on behalf of
National Stock Exchange of India Limited**

**Dinaz Shroff
Chief Manager**

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