

I KAY HOLDING CO PVT LTD

INTERNAL CONTROL, POLICY & PROCEDURES

1. Introduction

I KAY HOLDING CO PVT LTD (hereinafter referred to as the 'COMPANY') a body corporate, registered under the provisions of the Companies Act 1956, is a SEBI registered broker of the National Stock Exchange of India Ltd. (NSE)

The company has adopted various policies & procedures for internal control measures & tools for compliance of various Acts, rules & regulations of the National Stock Exchange.

A. CLIENT REGISTRATION POLICY

New account opening form containing Rights and obligation documents, Risk Disclosure Document, Guidance for DO's and Don'ts for trading on Exchange, Policies & Procedure must be signed by the client. The client may or may not sign the Voluntary documents.

The required documents should be collected from the clients strictly as per the documents mentioned in the checklist of the Client Registration Kit.

- ✓ Thorough checking by back office in charge including in-person verification, tallying the supporting documents with the original and interview of client.
- ✓ After Signature of the authorized signatory on behalf of United Share Brokers Ltd. new Client Code is allotted.
- ✓ Uploading the client details to the NSE
- ✓ On receipt of Valid Report, accompanying the codes allocated to clients the same is intimated over telephone and Welcome Letter along with copy of KYC along with documents received from the client is given to the client.
- ✓ The KRA duly filled with supporting documents is sent to KRA agency
- ✓ Periodical Review of financial data
- ✓ Deactivation of Client Code on receipt of written documents from Client.

- ✓ Intimation in writing to Client regarding deactivation of client code & reason thereof
- ✓ Financial capability of the clients is assessed depending on their turnover and is assessed at the end of each financial year. For this KNA ensures to update the financial information of the active clients. Financial statements for all corporate clients who are active are collected.

Walk in Clients: The company has decided not entertain Walk In Clients. All clients / would be Clients are required to submit proper references or introducers.

Financial Documentation: All clients are required to submit updated financial data, namely, their Balance Sheet, Salary Income Certificate. In case of re-activation of UCC, the clients are also required to submit written request. Clients, specially operating in F&O Segment are compulsorily required to submit their latest financial position every year without fail.

Marketing Division: The Company does not have any marketing Division

Client Master Modification: On an annual basis, there is a regular updation happening. However, in between, if the client wants to modify any details, he/she/it is enabled to do so by filing up a Client Master Modification Form and submitting to us the documentary proof of modified detail.

Closure of Client Accounts/ Dormant Accounts: Clients accounts are closed either by client himself or action initiated by the company. On receipt of written request from the client, the compliance officer deactivates the client code in its front & back office. CRF form is marked closed only after proper verification of client's ledger account & clearance received from accounts department regarding dues & margin. Moreover written communication is also sent to client accompanying closure of his account.

Client's accounts are also closed on action initiated by the company in the following cases:

- a. If client fails to meet his obligation within stipulated time or time provided by the company.

b. If clients fails to provide proper documents as required under SEBI rules & regulations even after repeated request by the company.

c. If client is declared fugitive under any law in India or abroad.

d. If client is declared insolvent under any law in India or any criminal cases are filed or pending and such information is not disclosed at the time of registration with the company.

Precaution with respect of dormant accounts: All dormant accounts (inactive for six months and more) are made inactive. Hence it is not possible to execute a transaction in dormant accounts. However, a client can re-activate his dormant account by giving us in writing in prescribed format to activate the account and also stating the reason for keeping the account dormant.

Transfer of Client from one branch to another: The Company has only on Branch at Dehradun.

In case closure of branch, the written notice with one month period is required to be given to all client of the branch giving them option to place their order in future from corporate/head office or closure of their account with the company.

The company also mark all inoperative client account as 'dormant' till the same is closed or reactivated after written request is received from the client. UCC allotted to closed account is not used for any other new client.

B. TRADING POLICY:

Active Client master list should be uploaded in the NEAT trading terminal and all the orders from the clients should be checked for the client codes in the list. This will ensure minimal wrong code punching by the dealers.

Dealers should be vigilant in executing the orders of the client. They should check & report tosenior authorities / Compliance Officer if any client is giving order of abnormal quantity or rates.

Every client should be contacted after the market hours for trade confirmation. The clients should be asked for the settlement of their obligation before settlement date of the exchange.

Every client must be attended by the staff allocated for the purpose and in his absence; compliance officer must ensure that client is attended by another dealer. Staff/ dealer should check the margin availability/credit limit of the client before executing any trade on his behalf.

No trades will be transferred to code other than entered in trading terminal after trading hours unless there is genuine mistake on part of the dealer of client mentioning the UCC at the time of placing the order. Transfer of code can be done only by the 'compliance officer' during the allowable time frame by the exchange on system provided by it.

This step will help us to trace any discrepancies in the trade as well as timely receipt of cheques and securities from the clients and provide better service.

Contract Notes, Daily Margin Statement, Quarterly Statements of Accounts and Register of Securities to Clients

1. All Contract Notes are sent through e-mail within 24 hours from the trading date.
2. In addition to Contract Notes Daily Margin Statement is sent to the clients within 24 hours. The clients are informed about their margin details with breakups in the form of Cash, FDR, BG, securities in the daily margin statement sent to them.

C. PAYMENT POLICY:

1. Payments to clients shall be made on Pay out basis i.e within 24 hours of pay out (T+2day).
2. For clients who are desirous of keeping the pay out money with us as margin money can do so by submitting a letter to that effect mentioning therein not to issue cheques until a written request is made. However, such request at a time will be valid for one financial year only and/or until the same is being revoked by the client as the case may be.
3. For clients who are desirous of keeping the pay out money with us for future transactions can do so by submitting a letter to that effect mentioning therein to keep their account as 'running account' and periodical cheques may be paid or received. However, the clients are required to neutralize and settle their account once in every one/three months of first transaction.

4. Margin Money to the clients will be returned only after adjusting debit balance, if any, in their account and/or if they have not defaulted in their obligation to deliver shares/securities.

5. Payments to the clients will be directly deposited in their account if mandate is given by them to this effect and they have account in the same bank, where the company has its account.

D. RECEIPT POLICIES

1. Cheques from clients would be accepted only of those banks whose details have been provided during client registration.

2. No third party cheques would be accepted.

3. No Cash Payment is accepted.

4. Clients are advised not to deposit any cash/cheque directly to company's account. If a cheque is deposited then intimation should be given in writing along with pay in slip; otherwise credit will not be given to the client till proper documents are received from the client.

5. Local Cheques received within 2 PM will be posted to the ledger on the same day. The effect of the cheques received beyond 2 PM would be given on the next day.

6. While receiving RTGS / NEFT from a client it must be ensured that the same has been received from the client's registered account only. Proper record of the UTR number should be maintained.

F. MARGIN POLICY

Capital Market Segment

In the Capital Market Segment collection of margin is non-mandatory. However, depending upon the circumstances margin is collected from the client. The amount of margin is discretionary and depends upon various factors.

Our clients are generally introduced by existing clients, dealers, directors, employees or person known to us. Generally we do not entertain walk in clients. As such risk of client default is minimized to that extent. Moreover as margin collection is not mandatory in CM segment, the same is not compulsorily collected.

In this regard we follow the following policies:

i) No margins are collected with clients having sound financial background, having good reputation in terms of cheque realization and where client exposure is not large.

iii) We cautiously deal with those clients whose cheques realizations are poor.

Future & Option

1. No trading will be entertained unless up front margin is received in advance for value of trade to be executed on behalf of any client.

2. Margin will be accepted in Cheque only unless management decides otherwise.

3. If margin is accepted in the form of shares, a suitable hair cut will be computed on the price at the day end. All short fall will have to be met immediately by the client in cash or before opening of next trading session, which ever is earlier. No letter or written communication in this regard will be sent to any client for shortage of margin. The client will be responsible for any shortage of his margin with us for his outstanding trades.

4. No complain will be entertained for squaring off of outstanding trades or liquidating of margin by the management in absence of short fall of margin at any stage by the client. It will be sole discretion of the management to decide on 'spot' whether to square off outstanding trades of a client and margin be liquidated to meet the short fall.

5. Any amount payable on account of 'Mart to market' has to be paid in advance by the client before opening of next trading session. Amount paid must be in the form of clear bank balance given on the day of trade. If clear balances of margin/ MTM are not available, the management will at its sole discretion square off the trades of any client, which in its opinion can put the company or its other clients to unnecessary market risk.

6. The company reserves the right to liquidate a client's position, if the client fails to maintain proper margin with the company. Further, company also reserves the right to liquidate/neutralize a client's position in extra ordinary fall or rise in market price

sensitive index, which in the opinion of the company may have a bearing on the future survival of the company and its business.

G. SECURITIES

Collection of securities

1. To ensure that clients are delivering the shares from their own account and all the deliveries to/from the clients correspond with the details provided by the client with their registration.
2. The statement should be checked with the securities obligation of the clients. Any third party delivery from the clients should not be delivered to clearing house.
3. No credit to clients should be given even though shares received from third party has been delivered to clearing house due to any technical reasons beyond management's control. If client provides sufficient written proof of ownership of such account/share, than after updating client database, client may be given effect of the same.
4. The reports provided by Exchange should be used to check whether there is any short pay-in/ out of securities to/from Clearing house.

Delivery of Securities

- 1 The company will be making direct pay-out of shares to client account of which details are given in Client Registration Kits.
2. The direct pay-out file should be created by the back office software.
3. The instruction slip for shares delivery from the Pool account in case of client to client transaction or break delivery from the Clearing house should be signed by directors.
4. Pay out shares shall be given to clients only when they have clear balance in their ledger account. (*the clear balance means that cheques issued by clients should have been cleared in bank.)

H. INVESTOR REDRESSAL SYSTEM/ MECHANISM

1. The company has a separate manual register for recording all clients related complain either received personally or via post or via email.

2. The company has also designated email ID for sending complains by its investors or clients. The email Id has been disclosed in the KYC Kit sent to all clients at the time of registration as well as is mentioned on the contract note.
3. The company has also kept manual investors complain register at its Registered office and the same are verified by the compliance officer or its team of official from time to time.
4. The branch manager is responsible for sending the copy of complain received or writtenin complain register within 24 hours of the receipt of the complain to compliance officerat registered officevia email/courier.
5. On receiving the complaint, the Compliance officer is authorized to write personally to the client of all action taken by him forsatisfaction of the client.
6. If the compliance officer deserves the attention of the higher management or if thecompliance officer is unable to dispose off complain to the satisfaction of the client orthe exchange or the SEBI, the designated directors are informed of the situation by thecompliance officer and all documents are placed before them within seven days of thereceipt of the complain.
7. The designated director's review the pending complains every seven days along withmatters needed their attention.

J. POLICY ON UNAUTHENTICATED NEWS CIRCULATION

1. Employees in our office shall not be encouraged or they shall not circulate rumors or unverified information obtained from client, industry, any trade or any other sources without verification.
2. Access to Chat Forums / Messenger sites etc. are either restricted under supervision of branch manager/compliance officer company or access shall not be allowed.
3. Employees are directed that any market related news received by them either in their official mail / personal mail / Blog or in any other manner, should be forwarded only after the same has been seen and approved by the Compliance Officer of our Company. If nay

employee fails to do so he/she shall be deemed to have violated the various provisions contained in SEBI Act/Rules/Regulations etc. and shall be liable for actions.