

National Stock Exchange of India

Circular

Department: Compliance	
Download Ref No: NSE/COMP/49852	Date: October 5, 2021
Circular Ref. No: 87/2021	

To All Members,

Sub: Introduction of dedicated web-based Helpdesk portal for Members

In our continuous endeavor to deliver superior customer experience, Member Compliance Department is pleased to announce the introduction of dedicated Helpdesk portal for Members within NSE's new Digital Portal launched vide NSE circular ref. no NSE/CC/49580 on September 14, 2021.

The Helpdesk portal is a robust self-service system aimed to deliver web-based support for addressing queries pertaining to the functions handled by Member Compliance Department.

Important features of the Helpdesk portal are as follows:

1. Knowledge Portal – A wide range of articles and FAQs shall assist users in enhancing their product/process knowledge and thereby help in addressing their queries.
2. Raise a Request – Through the 'Raise a Request' quick link, a logged-in user has the option to directly create a ticket for query resolution rather than sending an email or calling the Regulatory helpdesk toll free numbers. Users can also provide updates/additional information to the service executive handling the said ticket. Further, the progress of the ticket can also be monitored until closure. User can also refer to historical tickets.

Furthermore, the new Chatbot available on the portal shall also serve as an additional avenue to support in query resolution.

As an initiative to improve ease of accessibility to Member Compliance helpdesk, the Exchange has also facilitated authentication of up to 15 dedicated users (as authorized by the Members' admin user of the Digital portal) through the Helpdesk portal, thus enabling calls from these contacts to connect quickly to Member Compliance helpdesk executives on the toll-free number 1800 266 0050 IVR option 3, as compared to unauthorized users.

National Stock Exchange of India

Circular

Members may kindly note that the new Helpdesk portal shall be live with effect from October 08, 2021. For improved accessibility to Regulatory helpdesk, all admin users of members are urged to complete the process of authorizing their respective 15 dedicated users in Helpdesk web portal.

Members may kindly refer to the detailed process manual enclosed herewith for accessing the services available on the helpdesk portal. For any queries pertaining to the Helpdesk web portal please reach out to the helpdesk on 1800 2660 050 (IVR option 3).

It may be noted that the existing channels of communication for Member Compliance helpdesk i.e. toll-free number 1800 2660 050 (IVR option 3) and memcompliance_support@nse.co.in shall continue to be available.

For and on behalf of
National Stock Exchange of India Limited