

## FAQ on Investor Services

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## Account & Broker Issues

**Q:** How do I close my Trading account?

**A:** Trading account is opened by your Stockbroker. Please contact them for closure and submit the documentation, if any, as required by the stockbroker for closure of trading account. Post submission and completion of formalities as required by stockbroker, if the account is not closed, you may file a complaint on SEBI SCORES portal at <https://scores.sebi.gov.in>.

**Q:** Trading Account is Closed and still getting SMS/Emails?

**A:** The Exchange sends the Funds and securities SMS prescribed in relevant SEBI Circular as reported by stockbroker. Hence, you are requested to contact your stockbroker for the same. In case you are still aggrieved you may file a complaint on SEBI SCORES portal at <https://scores.sebi.gov.in>.

**Q:** What should I do if I see a negative balance in my trading account?

**A:** Your stockbroker provides ledger, contract notes and daily margin statement, you may refer these documents. Thereafter, you may approach your stockbroker for clarification of the same. In case you are still aggrieved you may file a complaint on SEBI SCORES portal at <https://scores.sebi.gov.in>.

**Q:** How can I update nominee, KYC details to my Trading account?

**A:** The stockbrokers provide document based or online functionality for updation of KYC details including nominee details. You may connect with your respective stockbroker for updation of KYC details including nominee details. In case you are still aggrieved you may file a complaint on SEBI SCORES portal at <https://scores.sebi.gov.in>.

## Charges & Claims

**Q:** Whom to connect for clarification on broker charges. Where to escalate for any disputes?

**A:** You may refer the account opening form for brokerage charges. Thereafter, you may approach your stockbroker for the details for further clarification, In case you are still aggrieved you may file a complaint on the SEBI SCORES portal at <https://scores.sebi.gov.in / SMARTODR>.

**Q:** List of stockbrokers declared Defaulter / Expelled?

**A:** You may refer the below link to know the list of stockbrokers declared defaulter/ Expelled by the Exchange.

Useful Link: <https://www.nseindia.com/complaints/defaulters-expelled-members>

**Q:** How do I claim shares from a defaulted stockbroker?

**A:** Claims can be lodged online through the Exchange portal i.e NICE Plus, by uploading the relevant documents at:

Useful Link: <https://investorhelpline.nseindia.com/NICEPLUS/welcomeUser>

Alternatively, the claim form can be obtained from the nearest Investor Service Centre of the Exchange or downloaded from:

Useful Link: <https://www.nseindia.com/complaints/details-to-be-provided-for-lodging-claims>

Once duly filled, the claim form along with supporting documents should be submitted to the Exchange either via:

Email: [defaultisc@nse.co.in](mailto:defaultisc@nse.co.in)

OR

Courier at below address:

National Stock Exchange of India Ltd.

Exchange Plaza, C-1, Block G,

Bandra Kurla Complex, Bandra (E),

Mumbai, Maharashtra – 400051

You may file a complaint on the SEBI SCORES portal at <https://scores.sebi.gov.in>.

**Q:** What documents are needed for a claim?

**A:** There are no strictly mandatory documents required for submitting a claim; however, certain **basic documents and details** are essential for processing the claim online. The claimant is advised to enclose the following documents and provide the mandatory details listed below:

- **PAN card number**
- **Bank account statement** showing payments made to and received from the trading member

OR

**Ledger account statement** for the previous and current financial year

- **Cancelled cheque** of the bank account mentioned in point 4 of the claim form  
(If the bank has merged with another, please provide a cheque of the anchor bank)

The investor may also submit **any other supporting documents** relevant to the claim. Additionally, the Exchange may request further details or documents during the claim processing.

**Q:** My claim is pending. How long will it take?

**A:** An email will be sent to the registered email id intimating the outcome of the claim. Alternatively, the claimant can log into the Nice Plus portal <https://investorhelpline.nseindia.com/NICEPLUS/welcomeUser> to know the status of the claim or email to [defaultisc@nse.co.in](mailto:defaultisc@nse.co.in) or call on the toll-free number 1800 266 0050 (IVR Option 5) to know about the claim status.

## Fraud & Scam Reporting

**Q:** Someone used my PAN to open a trading account. What should I do?

**A:** Trading account is opened by stockbroker through KYC process. Please contact stockbroker for account opening form and PAN misuse. If the stockbroker fails to address your query, you may file a complaint on the SEBI SCORES portal at <https://scores.sebi.gov.in>

**Q:** I lost money through a fake investment group/Telegram investment scheme/ I was scammed via a work-from-home offer on social media/ someone promising high returns and claiming to be from NSE. What should I do?

**A:** The Exchange hereby advises investors to exercise due caution and refrain themselves from joining any WhatsApp/Telegram group where stock recommendations are given along with market analysis or downloading any App offering Institutional account services for members of WhatsApp/Telegram groups which have the features of trading in UPPER CIRCUIT stocks, Block Deals at discounted prices, preferential allotment in IPOs etc. Therefore, please report such suspected fraud communications at Chakshu facility on [www.sancharsaathi.gov.in](http://www.sancharsaathi.gov.in) and in case you have already lost money, then report the same on cybercrime helpline number 1930 or [www.cybercrime.gov.in](http://www.cybercrime.gov.in).

Further you may note that Exchange issues press release cautioning investors on the same, the link to check the press release is given below:

Useful Link: <https://www.nseindia.com/resources/exchange-communication-press-releases>

Further, the link to verify the APP of registered stockbroker is given below:

Useful Link: <https://www.nseindia.com/trade/members-compliance/list-of-mobile-applications>

**Q:** Information regarding unsolicited messages?

**A:** You may report unsolicited Stock Tip/Recommendation on +91 8291833676 or on designated email id at [feedback\\_invg@nse.co.in](mailto:feedback_invg@nse.co.in).

**Q: Information regarding debarred entities?**

**A:** You may refer the below link with regards to details of debarred entities.

Useful Link: <https://www.nseindia.com/regulations/member-sebi-debarred-entities>

## NSE Alerts and Notifications

**Q:** What are NSE alert emails?

**A:** NSE sends messages related to the transactions executed on the Exchange and weekly fund and security balance reported by the stockbroker as prescribed in SEBI circular. in case of any clarification, you may please connect with your respective stockbroker.

**Q:** How do I open the PDF attached to an NSE Alert?

**A:** You can open the attachment with PAN number associated with UCC.

**Q:** I received an alert but never opened an account or account is already closed. What now?

**A:** You may decide to do the following:

- **If never opened an account:**

You can contact the stockbroker for investigation and ensure your email id get removed from database. In case you are still aggrieved you may file a complaint on SEBI SCORES portal at <https://scores.sebi.gov.in / SMARTODR>.

- **If account is already closed:**

You can contact the stockbroker and inform them to remove the client code from their active client list. The Exchange provides data on an “as is and what is” basis as uploaded by the Stockbroker. If you still continue to receive the statements and the stockbroker fails to address your query you file a complaint on the SEBI SCORES portal at <https://scores.sebi.gov.in>.

## **IPO related Queries**

**Q:** Information regarding Upcoming IPO / OFS etc?

**A:** You may refer the below link with regards to details of Upcoming IPO / OFS.

Useful link: <https://www.nseindia.com/market-data/all-upcoming-issues-ipo>

**Q:** E-Mandate not received

**A:** Investor must check the UPI status and if the mandate has not been received, investor can contact the member through which he/she is placing the bid.

If the stockbroker fails to address your query, you may file a complaint on the SEBI SCORES portal at <https://scores.sebi.gov.in>.

**Q:** IPO Allotment not received but amount is still blocked.

**A:** Investor can check the status with Registrar of the Issue for allotment related details.

Useful Link: <https://www.nseindia.com/invest/check-trades-bids-verify-ipo-bids>

**Q:** Cancellation of IPO Bid

**A:** You are requested to cancel the IPO bid from website/ platform. Alternatively, you may connect with your respective stockbroker/ bank for cancellation of IPO bid.

## General Help & Guidance

**Q:** Know your stockbroker

**A:** Kindly Search option through Broker Name or Registration number.

Useful link:

<https://www.sebi.gov.in/sebiweb/other/OtherAction.do?doRecognisedFpi=yes&intmId=30>

**Q:** How do I file a complaint?

**A:** Go to login page <https://scores.gov.in> left side of webpage enter USERNAME and PASSWORD provided by SCORE, then click “SIGN IN”. After successful login, in top left side user will get “COMPLAINT REGISTRATION”, “SEND REMINDER” & “VIEW COMPLAINT STATUS” option or on SMARTODR.

**Q:** What are the contact details of NSE investor services?

**A:** NSE Investor Services Toll free number – 18002660050 (IVR Option 5) and email id – [ignse@nse.co.in](mailto:ignse@nse.co.in). For defaults and claims related information – [defaultisc@nse.co.in](mailto:defaultisc@nse.co.in).

**Q:** Where is Investor Service Centre located?

**A:** Investor can refer the below link to know the Investor service centre located near them spread across India.

Useful Link: <https://www.nseindia.com/static/contact/investor-services-centre>

**Q:** Where is the information regarding upcoming Investor Awareness Programs?

**A:** You may refer the below link with regards to details of upcoming investor Awareness Programs.

Useful Link: <https://www.nseindia.com/invest/investors-awareness-programs>