PRE TRADE CONFIRMATION

Following is the sample script of conversation between dealer and client <u>PRIOR</u> to placing order in the trading system.

We have covered this in two parts i.e. inbound and outbound calls (A) Initial conversation script for client verification/identification (B) Conversation script with client before placing order and taking client's confirmation for the same.

Please refer Dealer's Do's and Dont's before conversation with clients

A) Initial conversation script for client verification/identification

(i) # Script for Inbound calls – where client is calling dealer

"Hello Sir/Madam**,**

Please confirm your name and client code in which you wish to place order.

<Once client confirms name and client code, dealer will ask to client>

Please confirm your detail < PAN number or address or date of birth or aadhar number, etc >

<After above communication, if dealer is convinced about the client's identity, he/she will further make conversation for order placement>.

(ii) # Script for Outbound calls – where dealer is calling client

"Hello Sir/Madam,

M I talking to Mr. / Ms. ………………. <If answer is YES, conversation with clients should be as mentioned below. If answer is NO then further conversation may not be required and no orders to be placed>

B) Conversation script with the client before placing order and taking client's confirmation for the same.

(i) Cash segment

Normal order - Sir / Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place an order to (buy/sell), in (exchange), (scrip), (quantity) at (Order Type) (price – Mention specific price or price range), (Delivery/Margin)", for client code (000000). It's your fresh/square off order.

Stop loss - Sir/Madam, Sir / Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place a stop loss order for (buy/sell), in (exchange), (scrip), (quantity), (Limit Price) (Trigger Price), (Delivery/Margin)", for client code (000000).

Order modification - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to modify your order for (buy/sell), in (exchange), (scrip), From (old order quantity) to (new order quantity) and/or (old Limit Price) to (new Limit Price) and/or (old Trigger Price) to (new Trigger Price), (Delivery/Margin)", for client code (000000).

Order cancellation - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to cancel order for (buy/sell), in (exchange), (scrip), (quantity), (Limit Price) (Trigger Price), (Delivery/Margin)", for client code (000000).

<Express affirmation from client "Yes" should be recorded on the phone before placing the order on trading system>

Margin shortfall – Position Square-up call - Sir / Madam, this is a position square off information call due to margin shortfall. We would like to inform that your following positions are being squared off due to continuous margin shortfall.

Exchange	Scrip	Qty	Price	Trade Type (buy / Sale)	Order Type

<The attempt should be made positively to obtain client's consent for the square off trades>

(ii) Equity Derivatives segment

Normal orders

***Future Index** – Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place an order to (buy/sell) future index, in (exchange) (scrip), (expiry), (Lot), (Quantity) (Order Type) [price (Range if required)] in client code (000000).

***Future Stock** – Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to (buy/sell) in (exchange) future stock of (scrip), (expiry), (Lot), (Quantity) (Order Type) [price (Range if required)] in client code (000000). It's your fresh/square off order.

***Option Index** - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place an order to (buy/sell) in (Exchange) Option Index of (Index), (Expiry), (Strike price), (Option type) (Order Type) [price (Range if required)] in client code (000000). It's your fresh/square off order.

***Stock Option** - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place an order to (buy/sell), in (exchange) Option stock of (scrip), expiry), (strike price), (option type) (Order Type) [price (Range if required)] in client code (000000). It's your fresh/square off order.

Stop loss - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place a stop loss order for (buy/sell), in (exchange), in Future (Index/Stock-name) or Option (Index/Stock-name), (expiry), (strike price), (quantity), (Limit Price) (Trigger Price) ", for client code (000000).

Order modification - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to modify your order for (buy/sell), in (exchange), in Future (Index/Stock - name) or Option (Index/Stock- name), (expiry), (strike price), from (old quantity) to (new quantity), and/or (old Limit Price) to (new Limit Price), for client code (000000).

Order cancellation - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to cancel order for (buy/sell), in (exchange), in Future (Index/Stock-name) or Option (Index/Stock-name), (expiry), (strike price), (quantity), (Limit Price), for client code (000000).

<u>\<Express affirmation from client "Yes" should be recorded on the phone before placing the order on trading system\></u>

Margin shortfall – Position Square-up call - Sir / Madam, this is a position square off information call due to margin shortfall. We would like to inform that your following positions are being squared off due to continuous margin shortfall.

Exchange	Product type & Name (index / stock – future / options)	Lot / Qty	Strike price / Price	Trade Type (buy / sale)	Expiry	Order Type

<The attempt should be made positively to obtain client's consent for the square off trades>

(iii) Commodity Derivatives segment

Normal order - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to (buy/sell) in (exchange) future of (commodity), (expiry), (Lot), (Quantity) (Order Type) [price (Range if required)] in client code (000000). It's your fresh/square off order.

Stop loss - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to place a stop loss order for (buy/sell), in (exchange), in Future (Commodity-name), (expiry), (strike price), (quantity), (Limit Price) (Trigger Price) ", for client code (000000).

Order modification - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to modify your order for (buy/sell), in (exchange), in Future (Commodity-name), (expiry), (strike price), from (old quantity) to (new quantity), and/or (old Limit Price) to (new Limit Price), for client code (000000).

Order cancellation - Sir/Madam, you had expressed your intention to place the order. I would like to confirm that you wish to cancel order for (buy/sell), in (exchange), in Future (Commodity-name), (expiry), (strike price), (quantity), (Limit Price), for client code (000000).

<Express affirmation from client "Yes" should be recorded on the phone before placing the order on trading system>

Margin shortfall – Position Square-up call - Sir / Madam, this is a position square off information call due to margin shortfall. We would like to inform that your following positions are being squared off due to continuous margin shortfall.

Exchange	Product type & name (commodity – future)	Lot / Qty	Strike price / Price	Trade Type (buy / sale)	Expiry	Order Type

<The attempt should be made positively to obtain client's consent for the square off trades>

$ Once we go LIVE in trading in Commodity Options segment, please add script for Commodity Options on similar lines.