

- Basic details of the SB such as registration number

Stock Broker /DP Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id
UAE EXCHANGE & FINANCE LTD	NSE: 06558, BSE: 6674, INZ000196935 DP: IN-DP-CDSL-416-2007	No. 63, Artillery Road, Ulsoor, Bengaluru -56008		+91 484 2384000 / 97470 36644	xtrade@xtrademoney.com

- Escalation Matrix for Stock

Details of	Contact Person	Address	Contact No.(Working Hours)	Email Id
Client Servicing	Swapna Sebastian	UAE Exchange & Finance Ltd, Second Floor,Habeeb tower,M GRoad, Kochi - 682011	9387085052, (Mon- Fri : 10.00 am – 5.00 pm)	xtrade.dealer3@xtrademoney.com
Head of Client Servicing Grevience	Smithamol A .S		9388290771, (Mon- Fri : 10.00 am – 5.00 pm)	xtrade@xtrademoney.com
Compliance Officer	Sreenish T.S		9947036812, (Mon- Fri : 10.00 am – 5.00 pm)	grievances@xtrademoney.com
CEO	Sreenish T.S		9947036812, (Mon- Fri : 10.00 am – 5.00 pm)	Stlacc@xtrademoney.com

- Names and contact details of all Key Managerial Personnel including the Compliance Officer-

Sr. No.	Designation	Name	PAN	Landline No. 1	Mobile No. 1	Email Id. 1	Office Address
1	WHOLE TIME DIRECTOR (WTM)	Sajeesh Xavier	AAAPX7922L	0484-2384000	9744855129	dphelp@xtrademoney.com	2nd Floor Habeeb Tower ,M.G Road ,Kochi-682011
2	WHOLE TIME DIRECTOR (WTM)	Sreenish T S	AGVPT7877M	0484-2384000	9947036812	stlacc@xtrademoney.com	
3	COMPLIANCE OFFICER-STOCK BROKER	Sreenish T S	AGVPT7877M	0484-2384000	9947036812	compliance@xtrademoney.com	
4	COMPLIANCE OFFICER-DP	Sajeesh Xavier	AAAPX7922L	0484-2384000	9744855129	dphelp@xtrademoney.com	
5	CHIEF OPERATING OFFICER (COO)	Sajeesh Xavier	AAAPX7922L	0484-2384000	9744855129	dphelp@xtrademoney.com	
6	CHIEF EXECUTIVE OFFICER (CEO)	Sreenish T S	AGVPT7877M	0484-2384000	9947036812	stlacc@xtrademoney.com	

- [List Of Authorised Persons \(AP\)](#)

Sr . No	Authorised Person's Name	Authorised Person Code (NSE &BSE)	Constitution	Status (Approved/Cancelled)	Registered Address	City	State	Pin code	Terminal Details (Exchange Wise)	
									Terminal Allotted (Y/N)	No. of Terminals
1	OMKUMAR	AP0290000231	Individual	APPROVED	46AO/THAIVARKARA STREET46AOTHAIVARKARA STREET, EASTGATE, THANJAVUR THALUKA	THANJAVUR	Tamil Nadu	613001	N	NA
2	SHYAM VIKRANTH K	AP0290000241	Individual	APPROVED	1/506TH CROSS STREETINDRA NAGARMEDICAL COLLEGE ROADTHANJAVUR MEDICAL COLLEGETHANJAVUR	THANJAVUR	Tamil Nadu	613004	N	NA
3	RAJESH KUMAR	AP0290000221 / AP01667401144249	Individual	APPROVED	VALENKYTHADATHARIKATHUVEEDU ANAPPARA, VITHURA, THIRUVANANTHAPURAM	THIRUVANANTHAPURAM	Kerala	695551	N	NA
4	RAJA RAJAPPA	AP0290000161	Individual	APPROVED	99, KRISHNAMOORTHY NAGAR, THIRUCHIRAPPALLY, TAMILNADU	TIRUCHIRAPPALLY	Tamil Nadu	620021	N	NA

- [Complaint flow chart](#)

Step 1

- **Prepare Necessary Information**

- 1. Before you start the complaint process, gather all relevant information such as your account details, nature of the complaint, supporting documents, and any communication related to the issue.

Step 2

- **Compose the Complaint Email**

- 1. Open your email client and create a new email.
- 2. In the "To" field, enter the email address: **grievances@xtrademoney.com**
- 3. In the "Subject" field, briefly summarize the nature of your complaint.
- 4. In the body of the email, provide a detailed description of the complaint, including relevant dates and any supporting evidence.
- 5. Attach any necessary documents to the email, ensuring they are appropriately labeled.

Step 3

- **Sending the Complaint Email**

- 1. Double-check the email content and attachments for accuracy.
- 2. Click the "Send" button to submit your complaint email.

- Procedure:

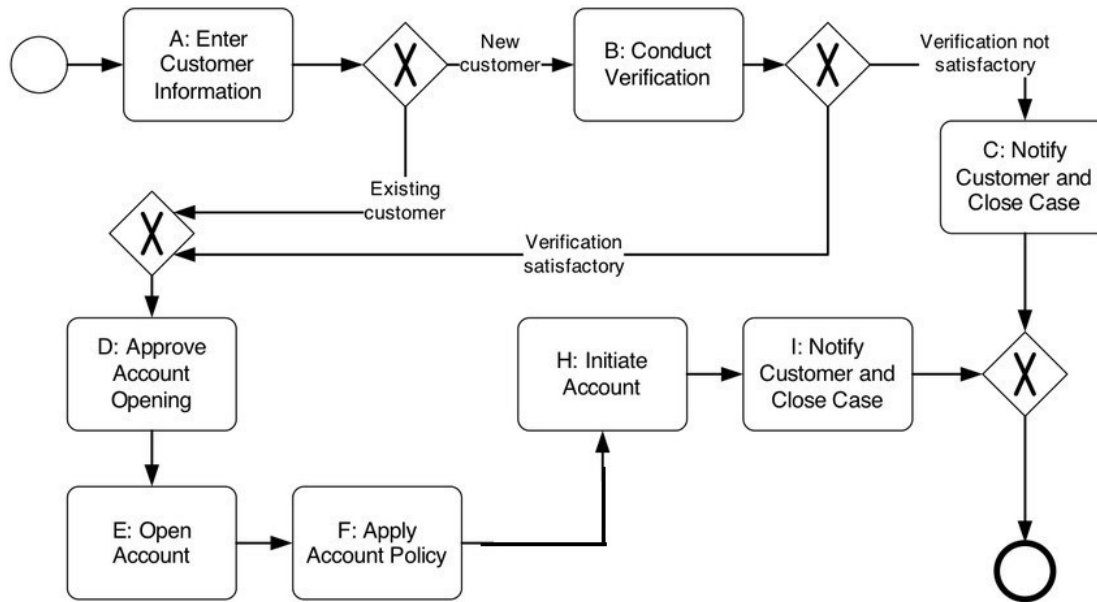
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- Account Opening Flow Chart



- Procedure:

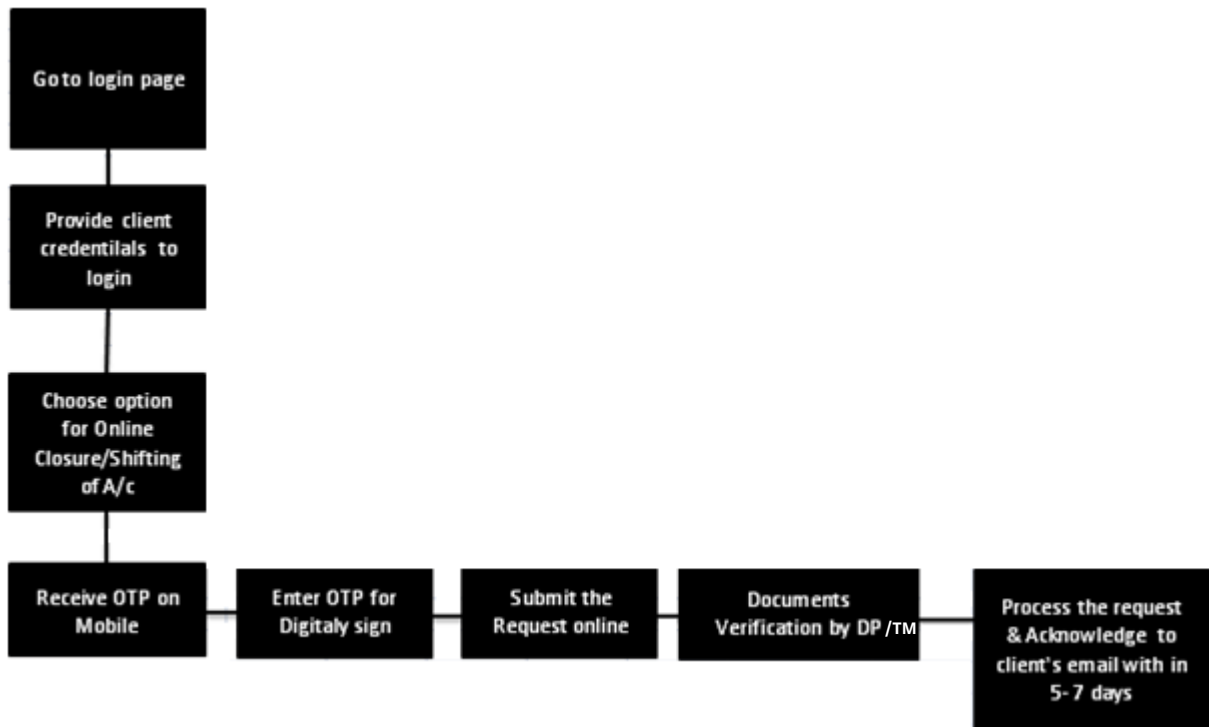
1. Open your web browser and navigate to the following link: <https://xtrade.kyc.uaeexchange-ettrade.com/client/>.
2. Fill out the simple lead form asking for your name, phone number and city of residence. You will then receive an OTP on your registered mobile number.
3. Enter the OTP and then enter the email where you will receive another OTP which needs to be entered.
4. Enter your PAN details.
5. Enter your bank account details
6. Enter your KYC details via Aadhaar

7. Upload a selfie and a signature
8. You can complete the verification by e-Sign.
9. Upon successful submission, you will receive an email confirmation acknowledging your account creation request.
10. Your account will be reviewed by the XTrade team for verification.
11. Typically, your account will be activated within 24 hours, provided that all information, documents, and IPV verification are in order.

Note:

As per SEBI directives, it is mandatory to appoint a nominee for your demat account. The nominee can be changed or updated as per the wishes of the account holder.

• [Account Closure Flow Chart](#)



• Procedure:

1. Open your web browser and navigate to the following link: <https://xtrade.kyc.uaeexchange-etrade.com/client/> > Client Login
2. Fill out the simple lead form asking in client login with credentials and details. You will then receive an OTP on your registered mobile number.
3. Enter the OTP to validate.
4. Submit request & documents for online closure/Shifting of account.
5. Closure request will be process within 5-7 days after receiving the request online & Acknowledgement will provided.

OR

Alternatively, please go to the " Services > Online Requests" section on the website fill out the required information, and Submit.

Website : <https://www.uaeexchange-xtrade.com/voluntary-freezing-unfreeze-of-trading-accounts>