

Investor Charter: ABSOLUTE BROKING PRIVATE LIMITED

1. Vision & Mission

Vision

- - To uphold the highest standards of ethics, transparency, and investor empowerment while facilitating efficient and trustworthy market access for all investors.

Mission

- - To deliver dependable services through innovation and client-centric technology.
- - To build enduring relationships based on trust, compliance, and ethics.
- - To prioritize investor protection and education in every interaction.

2. Services Offered to Investors

- - Execution of trades on multiple stock and commodity exchanges.
- - Contract note issuance and trade confirmation.
- - Timely margin obligation intimation.
- - Early pay-in instructions processing.
- - Funds and securities settlement.
- - Notifications for Client Unpaid Securities Account (CUSA).
- - Periodic retention statements of funds and securities.
- - Secure trading platforms with real-time updates.
- - Risk management systems and alerts.
- - Client profile updates as instructed.
- - Circulars, notices, and alerts from exchanges.
- - Redressal and resolution of investor grievances.

3. Investor Rights

- - Transparent information on risks, obligations, and charges.
- - Fair and suitable recommendations in line with financial objectives.
- - Copies of signed agreements and completed forms.
- - Clear, periodic account and transaction statements.
- - Timely access to funds and knowledge of any restrictions.
- - Full disclosure of fees, service charges, penalties, and conditions.
- - Prompt and fair redressal of grievances by compliance officers.

4. Investor Responsibilities

- - Provide accurate KYC and financial information.
- - Adhere to laws, rules, and trading conditions.
- - Keep login credentials and account details confidential.
- - Notify Absolute Broking of changes or suspicious activities.
- - Understand agreements, contracts, and risk disclosures.
- - Maintain sufficient balance and securities to settle obligations.
- - Engage responsibly with market products and avoid speculation beyond capacity.

5. Grievance Redressal Mechanism

- - Level 1: Email us at support@absolutebroking.com. We aim to resolve all issues within 30 days of receipt.
- - Level 2: Submit a complaint to the relevant Stock Exchange through their online grievance portals.
- - Level 3: Unresolved issues can be escalated to SEBI SCORES: <https://scores.gov.in>

6. Do's for Investors

- - Conduct research and due diligence.
- - Diversify investments.
- - Define financial goals and risk appetite.
- - Keep documents and communication records.
- - Use official platforms and registered intermediaries.
- - Monitor accounts and statements regularly.

6.1 Don'ts for Investors

- - Avoid decisions based on rumors or tips.
- - Don't overexpose or overtrade.
- - Avoid margin products without understanding.
- - Don't share sensitive data.
- - Avoid falling for "guaranteed returns" promises.

7. Service Timelines

Service	Timeline
Account Opening	Within 2 working days
Trade Execution	As per market hours
Contract Note Issuance	Within 24 hours of trade
Funds Settlement	T+1 working day
Securities Transfer	T+2 working days
Grievance Redressal	Within 30 days (Level 1)

8. Investor Education & Awareness

- - Webinars, workshops, and newsletters.
- - Educational content on market risks, investor rights, and asset diversification.
- - Online guides and FAQs via Investor Knowledge Hub.

9. Data Privacy & Security

- - End-to-end encryption and secure access protocols.
- - No data sharing without consent (except legal obligation).
- - Compliance with all data protection laws and SEBI regulations.

10. Transparency in Communication

- - Timely updates on transactions, policy changes, and service enhancements.
- - Prior notice (minimum 30 days) for any fee or policy revisions.
- - Multi-channel support team for prompt resolution.

11. Ethical Business Practices

- - No coercive or misleading selling.
- - Disclosure of conflicts of interest.
- - Fairness and equality in all investor engagements.

12. Technology & Innovation

- - Seamless, mobile-friendly platforms with real-time updates.
- - Regular upgrades to enhance speed, reliability, and safety.
- - Robust disaster recovery and data backup systems.

13. Risk Management

- - Stringent margin and exposure checks.
- - Constant monitoring of client accounts.
- - Education on market volatility and risk mitigation tools.

14. Feedback & Continuous Improvement

- - Regular surveys and feedback channels.
- - Continuous enhancement of services based on client insights.
- - Transparent reporting of service improvements and updates.

15. Legal & Regulatory Compliance

- - Full compliance with SEBI, NSE, BSE, MCX and NSDL guidelines.
- - Cooperative and responsive to all regulatory audits and inquiries.
- - Investor communication on significant regulatory changes.

Contact Us

- - We're always here to help!
- - Email: support@absolutebroking.com
- - Visit: www.absolutebroking.com/contact