Trading account Related Queries:

1.How to open a Trading account with Naasa Securities?

You can open your account through online. Please go through our website at https://kyc.naasasecurities.com.np and apply for a free trading account.

2.I did not receive my username. How do I get it? / How to verify my Trading account? / How can I get my user’s name and Password?

Please provide your contact number registered in your application. OR

Please provide your contact number or email address which you have registered for a trading account.

If it was verified then: -

Verified. You will get your user code by today. After TMS approval has been done, no reply will provide the rest link to your email (T+2) days

If it was completed then:

Your trading account is activated successfully. No reply will provide the rest link to your mail id after TMS approve has been done. OR

Please check your email now and set-up a new password.

3.How much time does it take to approve online Trading account?

You will get your user code in the same day of registration. Noreply will provide the rest link to your email (T+2) days

4.How to open a DEMAT account with Naasa Securities?

For creating DEMAT in Naasa Securities Co. Ltd

Please visit in our websites kyc.naasasecurities.com.np or click on the register now button For DEMAT charge Rs.200

5.How much time does it take to approve online DEMAT account?

You will get your DEMAT and MeroShare account in the same day of registration.

6.How can I create TMS account, I am outside the country now?

You can open your account through online. Please go through our website at https://kyc.naasasecurities.com.np and apply for a free trading account.

7.How to open minor’s account?

In case of minor, you have click 'Yes ‘option on the last question of the personal information I.e. Is this a minor account?

8. What are the documents required for opening DEMAT and TMS account?

Following documents are required: -

- Recent PP size photo with white background

- Citizenship scan copy (Front image)

-Citizenship scan copy (Back image)

-User Selfie with National Id Card (Citizenship/PAN Card/Passport/Voter ID card/Driving licenses)

-Image of your thumbprint mention left and right with white paper

- Image of your location indicating your home town

-Pic of Signature

9. What are the documents required for minor’s account?

Following documents are required: -

PP image of minor

User Selfie with National Identity Card (CITIZENSHIP) of guardian

Image of Signature of guardian

Guardian Citizenship Front image

Guardian Citizenship Back image

Birth Registration of minor

Guardian PP Size Photo

Image of your both thumbprint mention left and right guardian

Image of your location

10. Why my form is rejected?

Your form has been rejected for the below mentioned reason. Or

Please check your status on our website kyc.naasasecurities.com.np and there will be a rejected reason and re-submit your form again.

11. How can I create TMS account, I am outside the country now?

You can open your account through online. Please go through our website at https://kyc.naasasecurities.com.np and apply for a free trading account.

12.How can I change the details in TMS?

Please mail in naasa@naasasecurities.com.np to update details. Along with client id.

13. Where is your office located?

Our office is located in Lal colony Margaa, Kathmandu next to Jay Nepal Hall.

14. Can u please provide the contact details.

Our office number 01-5970084 You can directly contact Ext: 2001 to 2007

Our Office open time is 10 AM to 6 PM.

15.How can I add Pan card in TMS account?

Please mail in naasa@naasasecurities.com.np with Pan Card image. Along with client id.

16.How to change my BOID in TMS account?

Please mail in naasa@naasasecurities.com.np with both downloaded PDF of MY Details in your Mero Share and citizenship copy. Along with client id. Or Provide the Demat confirmation letter.

17. Can we open more than one account using same email id and contact number?

You cannot use your same email and same contact number for more than one account.

18. In my family there is 6 DEMAT account and there's only 4 contact number. How can I open TMS account?

19. Reset link is expired. Kindly provide new reset link.

Reset link is sent to your email. Please check now.

20.How can I renew TMS account?

You can renew it by changing new password.

21.How can we clear all the Utilized Collateral Shown in TMS?

If you have asked for utilized collateral or due payment or payable from TMS. We cannot remove it. This will not affect your trading, kindly ignore it

22.Right now I don’t have citizenship with me how can I open TMS account?

Instead of citizenship you can upload a passport, liscence, voter id card, pan card in the part of a selfie carrying a national id card. But in the part of the citizenship image, you must upload your original citizenship front and back image.

23. I got my client id but still not received any password in Gmail account why?

If it was in TMS APPROVAL or NEW then:

You will receive a reset link after NEPSE approval has been done.

If the gmail id was incorrect then:

Please mail in naasa@naasasecurities.com.np to update details. Along with client id

24. How to recover TMS username and password?

Kindly mention your registered contact number.

25.I am not able to visit your office physically how can I verify? You can verify through our zoom meeting.

Zoom ID: Time 10:30 AM to 4 PM.

ID:- 868 9341 8841 Zoom ID

PW:- 58

26.Why I am not able to make this settlement with my collateral amount?

Your payment has been settled already. Our system automatically deducts the due amount from your loaded collateral or sold. Kindly load collateral for further purchase.

27.How can I increase my collateral?

This is to inform you that, the collateral limit in Naasa Securities for every client is 1:1 hence we request you to load 100% collateral buying stocks.

28.How can I get CRN number?

Kindly be informed that CRN number will be provided from the bank. Please contact your respective/ related bank branch.

29.Why my DNA is log OFF?

Sunday to Thursday only. DNA logged time 11 to 3 Pm. You can check that time only.

30.Why I am not able to do fund settlement?

You should not do fund settlement from tms we will settle by ourself please check your statement at mail.

31.I haven’t got my bonus shares.Why?

Please contact related Capital.

Refund related Queries:

32.How can I get my payment?

Please go through our website www.naasasecurities.com.np and login your user then asks for payment. Or kindly mail in this address: refund@naasasecurities.com.np including trading client id

Note:- You cannot ask for a refund in TMS

33.After I sold shares, How long it will take to deposit in my bank account?

It takes 3 days to settle and refund your payment in your bank account.

34.How can I remove payment due in TMS?

We cannot remove it. This will not affect your trading. kindly ignore it . OR

Please don't follow the statement of tms please follow the statement which we have send you in your mail please check it.

34.Kindly update my share sold amount in TMS.

It will be automatically updated after sold check at the same time.

35. I requested the refunds few days ago and I already received it, but in TMS there is still the pending refund request Is it possible to fix it?

We will remove your pending refund in TMS.For next time Note:- You can not ask for a refund in TMS.

36. How many hours to refund collateral?

Please go through our website www.naasasecurities.com.np and login your user then ask for refund. We will provide you payment at same day.

37.1 week ago I have sold my shares/I have already asked for refund in website and mail also but till now I haven’t got my payment.

Your payment has been processed. You will get it by today.

EDIS and Frozen related Queries:

38. Yesterday I had sold share but till now I haven't get EDIS,Why? For EDIS or yesterday sold shares:-

The mapping process is going on. Please try it after 10 AM to 12 PM

39. Around 1 pm I had sold share but till now I haven't get EDIS,Why? For EDIS of today shares sold-

The mapping process is going on. Please try it after 10 AM to 12 PM by tomorrow.

40. How to do EDIS?

You can go to my purchase source and calculate WACC then again you can see the next step i.e my holding and calculate my holding.After that you can transfer shares.

41.I have forget to do EDIS.What to do now?

You have to pay 20%fine You have sales closeout and clear your debit amount. Please check your account statement in your mail id.

42.I have already pay the fine why my shares are not release?

After release we will update you soon.

43. I have renewed my demat already.But still my account is frozen why?

Naasa Demat account: -

Please mail in naasa@naasasecurities.com.np with payment receipt Along with BOID

Bank’s Demat account:-

Please contact Demat open bank ASAP.

44.In Mero share my shares are frozen, why?

You have to renew your DEMAT every Fiscal Year. So, please renew it to unfreeze.

Load Collateral Related Queries:

45.How can I load collateral?

You can load collateral through TMS connect IPS or any online transfer system. (i.e., Mobile banking, Esewa, Khalti etc.)

46.Can you please provide your Esewa id?

You can directly pay inside Esewa through the broker payment option and select broker no. 58

47.Why my load collateral is not seen in TMS account?

Please mention your TMS client id.

If it is already loaded in statement then: -

Please check your available collateral in TMS in market hour. The amount will be updated.

If it is not:-

Please mail in naasa@naasasecurities.com.np with receipt Along with client id.

48. From connect IPS how long does it take to load?

From connect IPS you will see your collateral after 10minutes in TMS.

Shares Related Queries:

49.I haven’t got my shares yet, How long it will take?(Debit amount)

Please clear all the debit amount then only we will transfer the share in your account.

47. I have been allotted a IPO but I can’t see it in meroshare. How can I get it?

Please contact your related capital or RTS.

52.I haven’t got my purchased shares yet, why?

The settlement date of your purchased shares is today. You will get it by today evening.

53.After buying share how long does it take to transfer in my Demat account?

Your purchased shares take 3 working days to settle.

54. Can we transfer share in another name like mother share in his son. What is the process of it?

Please call our new number 01-5970084 Ext: 2014 & 2031 for related queries.

Other Related Queries:

55.How can I update KYC?

Please go to our website https://kyc.naasasecurities.com.np and update your KYC online.

Or

For Payment: -

After updating, we will do further processing for payment in the bank.

56. How can I apply foreign IPO?

You have to link remittance account so please contact the respective bank and they will provide you another CRN number.

57.How can I get Demat confirmation letter?

Please contact the bank and provide the Demat confirmation letter provided by the NICA bank with a stamp/signature.

OR Stamp of the bank and the signature of a bank staff are often mandatory for acknowledgement.

58.How to change minor account to major?

Please be a self-present applicant with Guardian in our branch for minor to major.

59. Please provide Janakpur contact number and email id.

Our respected branch office at Janakpur. Contact no is : 041590079/78 Email ID: naasasecuritiesj58@gmail.com

60. Please provide Birgunj contact number and email id.

Our respected branch office in Birgunj. Contact no is : 051591341/9829057593 Email ID: naasasecuritiesb58@gmail.com

61.Files are not updated why?

Documents file is large. Please upload the 6MB below file.

62. I don’t get any pin code in my contact number while KYC Update,How can I update?

You can have your otp on your register email address for resetting password.

63. I don’t get any pin code in my mail id while KYC Update,How can I update?

You can have your otp on your register contact number for resetting password.

64.Right now I am in abroad,How can I update kyc?

You can update from any country. You can have your otp on your register email address for resetting password.

64.To update kyc is necessary?

KYC update is mandatory.

65.How can I upload thumbprint?

You can provide the Image of thumb with white paper and mention right and left also.

66.Can I upload google location in KYC?

Sure, you can do that but address should be clear and mark your house too.

67.Can I update my own bank details in mother/father’s TMS account?

Bank account should be of TMS account holder.

68.I haven’t find my bank branch on the KYC website, what shall/can I do?

Bank of branch doesn’t affect your trading. Please select head office or corporate office.

69.How can I open Margin Trading account?

Please visit any of the Naasa securities branches, Fill margin trading application.

70.What are the documents required for?

Following documents required are:

a. Citizenship Copy

b. 2 passport size photo

c. PAN copy (optional)

d. CIB report

e. Need a Guarantor KYC and Photo and Citizenship copy.

71.At first how much do we need to deposit for Margin?

You need to deposit the Initial Margin Rs. 4 lakhs.

The END