**KYC or Trading account Related Queries:**

How to open a Trading account with Naasa Securities?

How to verify my Trading account?

I did not receive my username. How do I get it? Or how can I get my user’s name and Password?

How much time does it take to approve online Trading account and Demat account?

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

I don’t have citizenship right now but I have a passport can I use it? (For user selfie only).

How to load collateral in Trade Management System or TMS?

How to load collateral through connect IPS directly?

How to load collateral through Naasa websites?

How do I buy/sell shares through TMS?

Can I increase my trading limit? (Provide my trading limit 1:4)

Could you please provide the non-cash collateral?

How can I increase transaction volume more than 5 lakh? (On daily transaction)

How can I check my shares of DP holding in TMS?

How can I get zoom meeting link? How can I attend Zoom meeting? Which time does it starts from?

Could you please provide the Naasa Bank account details?

How can I change bank detail or other details in TMS?

While opening free trading account what types of documents are needed?

Can I removed utilized or due payment in TMS ?

**Refund Related Queries:**

Should we go to collect the cheque, or the company will deposit in the respective account after sell?

How do I receive money after sale of share? How much time does it take?

How to get refund of my collateral?

How to get sold amt in my bank account?

Call Center do not have access to create Refund amt, they will update in Excel sheet only. (CLIENT ISSUES)

How to proceed for the payment of purchased shares and refund collateral and sold amt through Naasa websites?

Why TMS refund request is not working?

Are there any extra charges in the online trading besides brokerage charge or commission fee?

Should we go to the bank to activate Connect IPS?

How to get Connect IPS? Is connect IPS provided through broker or bank?

How can I get account statement through Naasa website?

**Shares purchase or Bought and Settlement:**

Why EOD is not working in fund settlement for payment?

How do I make payment for purchase of shares?

What is clearing and settlement? What is T+2 cycle?

How many days do I need to procced EDIS after the sale of share?

What happens if I forget to do EDIS after the sale of the share?

How many days does it take for my purchased shares to appear OR show in my DEMAT account or Portfolio?

After I sold the book closure share, how do I transfer?

Why I cannot get in my portfolio of Book closure shares T+2 days? (Right and Bonus shares)

Do Naasa Securities provide suggestions to manage a portfolio?

Why merger shares are not showing NEPSE Market?

**Demat account Queries:**

How to get CRN number? Is CRN number provided through Naasa or Bank?

How to change bank details in Demat account only?

How to change Name/ Citizenship Issued of date and Date of birth in Demat account?

How to change minor to major account?

How to unfreeze or renew frozen Demat/Mero share account every Fiscal year?

I have not received my purchase shares why?

**EDIS Related Queries:**

My EDIS is done or not?

While doing EDIS why it is showing insufficient balance?

How to calculate WACC & my Holding? How to transfer my share?

For new clients, Why EDIS is not showing after being sold at the same day evening?

After I sold my shares, I cannot do EDIS. (TMS and BOID is not of same person)

How can I release my share after closeout? Or how can I pay closeout fine? Or how long does it take to release closeout share after fine payment?