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<u>L1</u>	12	L3		
Profile	Nominee	Process Enquiry		
Profile	Nominee	How to Add Nominee		
Profile	Nominee	Status of Nominee Add/Del		
Profile	Nominee	Unable to Add Nominee		
Profile	Password/Pin Issues	Failed Attempts		
Profile	Password/Pin Issues	Reset Password		
Profile	Password/Pin Issues	Password/Pin Expiry		
Profile	POA	Process Enquiry		
Profile	Segment Addition	Process Enquiry		
Profile	Segment Addition	Request Rejected		
Profile	Segment Addition	Request Pending		
Profile	Segment Addition	Unable to Process Online		
Profile	Segment Addition	Documents approved over email		
Profile	Segment Addition	Documents rejected over email		
Profile	Segment Addition	Status Enquiry		
Profile	Segment Addition	Segment Deactivation		
Profile		Segment Reactivation		
	Segment Addition	•		
Profile	Segment Addition	Documents uploaded by user		
Profile	Segment Addition	Documents uploaded by CS Member		
Profile	Bank Changes	Bank Addition		
Profile	Bank Changes	Bank Removal		
Profile	Bank Changes	Change of Primary Bank A/c		
Profile	Bank Changes	Request Rejected		
Profile	Bank Changes	Status/Process Enquiry		
Profile	Bank Changes	Change of IFSC code		
Profile	Profile Changes	Email		
Profile	Profile Changes	Mobile Number		
Profile	Profile Changes	Income Range		
Profile	Profile Changes	Address Change		
Profile	Profile Changes	Name/Gender Change		
Profile	Profile Changes	Aadhar Update		
Profile	Profile Changes	Signature Change		
Profile	Profile Changes	Status/Process Enquiry		
Profile	Profile Changes	DOB Mismatch		
Profile	GST Certificate	Addition Request		
Profile	GST Certificate	<u>'</u>		
		Process Enquiry		
Profile	Profile Changes	Address Mismatch		
Profile	Profile Changes	KRA validation		
Profile	Account Info	Demat Info		
Profile	Account Info	Login Info		
Profile	Personal Statistics	Incorrect Details		
Profile	Emails Comm Stages	Checklist		
Profile	Emails Comm Stages	Pre-fill AOF sent		
Profile	Emails Comm Stages	Addressed Details sent		
Profile	Emails Comm Stages	Login Credentials		
Profile	Client Status	Not interested		
Profile	Client Status	Client not responding		
Profile	Client Status	Call back later		
Profile	Client Status	Not reachable		
Profile	Client Status	Dropped off		
Profile	Super Trader Gift	How to eligible for Gift		
Profile	Super Trader Gift	Gift not received		
Profile	Super Trader Gift	Address update		
Account Closure	Closure Reasons	Personal Reason		
		Financial reason		
Account Closure	Closure Reasons			
Account Closure	Closure Reasons	Multiple Demat account		
Account Closure	Closure Reasons	Dhan related		
Account Closure	Closure Reasons	Closure Enquiry		
Account Closure	Closure Reasons	Service Related		
Account Closure	Closure Reasons	High Charges		
Account Closure	Closure Reasons	Referal Related		
Account Closure	Closure Reasons	Compliance		
Account Closure	Closure Rejections	Signature Mismatched		
Account Closure	Closure Rejections	Holding Shares		
Account Closure	Closure Rejections	Negative Balance		
Account Closure	Closure Rejections	Trades Placed		
Account Closure	Closure Rejections	Incorrect form filled		
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<u>L1</u>	12	L3		
Account Closure	Closure Rejections	Address Mismatched		
Account Closure	Status	TAT Informed		
Account Closure	Status	E- sign Pending		
Account Closure	Status	Request Not Received		
Account Closure	Status	Form not received		
Account Closure	Status	Retention		
Account Closure	Status	Account Closed		
Account Opening	Account opening Info	Documents Requested		
Account Opening	Account opening Info	Account opening TAT given		
Account Opening	Account opening Info	E-sign pending.		
Account Opening	Account opening Info	KYC Verification Pending		
Account Opening	Account opening Info	CS-KYC Rejection Requested		
Account Opening	Account opening Info	NRI Account/ Joint/Minor Account		
Account Opening	Account opening Info	KYC Rejection		
Account Opening	Account opening Info	Account Opening info		
Account Opening	Account opening Info	HUF//Corporate account		
Account Opening	Pre E Sign	Bank Verification Failed		
Account Opening	Pre E Sign	Address Verification Failed		
Account Opening	Pre E Sign	Unable to upload Pan		
Account Opening	Pre E Sign	Signautre Verification Failed		
Account Opening	Pre E Sign	IPV/Live photo verification Failed		
Account Opening	Pre E Sign	Income range failed		
Account Opening	Pre E Sign	PAN Verification failed.		
Account Opening	Pre E Sign	Proof requested for verification on email		
Account Opening	Pre E Sign	Esign failed		
Account Opening	Pre E Sign	E Sign Locked		
Account Opening	Pre E Sign	Email OTP Not Received		
Account Opening	Pre E Sign	Aadhar not linked with Pan		
Account Opening	Pre E Sign	Mobile OTP Not Received		
Account Opening	Pre E Sign	Bank Limit Reset		
Account Opening	Post Esign	Approval pending from KYC		
Account Opening	Post Esign	Exchange Failed		
Account Opening	Post Esign	OMS Pending more then 3 days		
Account Opening	Post Esign	OMS failed		
Account Opening	Post Esign	Registration pending more then 3 days		
Account Opening	Post Esign	CDSL Failed		
Account Opening	Post Esign	Class Failed		
Account Opening	Post Esign	KRA validation Failed		
Account Opening	Flush required	Mobile number/ Email id flush		
Account Opening	Flush required	Re-opening account		
Online Platforms	App/Web demo	Dhan Wifi		
Online Platforms	App/Web demo	Dhan Journal		
Online Platforms	App/Web demo	Color Mode		
Online Platforms	App/Web demo	Options trader Web		
Online Platforms	App/Web demo	Demo given		
Online Platforms	App/Web demo	Watchlist feature		
Online Platforms	App/Web demo	Trader Buddy		
Online Platforms	App/Web demo	Trading from chart through App		
Online Platforms	App/Web demo	Market Live scanner		
Online Platforms	App/Web demo	2FA Login		
Online Platforms	App/Web demo	Alpha View		
Online Platforms	App/Web demo	Online path given		
Online Platforms	App/Web demo	Kill Switch		
Online Platforms	Scanx	Demo/Online path		
Online Platforms	Scanx	Feedbacks/Suggestions		
Online Platforms	Scanx	User access without login		
Online Platforms	Scanx	Data diff vs other platform		
Online Platforms	Scanx	Incorrect / Missing Data		
Online Platforms	API Features	Integration		
Online Platforms	API Features	Demo		
Online Platforms	API Features	Features		
Online Platforms	API Features	Online path given		
Online Platforms	Webhook Features	Integration		
Online Platforms	Webhook Features	Features		
Online Platforms	Webhook Features	Demo		
Online Platforms	Webhook Features	Token Generation		
Online Platforms	Webhook Features	Online path given		
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11	12	L3		
Online Platforms	New option App	Information		
Online Platforms	New option App	Payoff Graph		
Online Platforms	New option App	Need Early Access		
Online Platforms	New option App	Custom Strategies		
Online Platforms	New option App	Demo		
Online Platforms	New option App	Online Path given		
Online Platforms	Portfolio	DDPI		
Online Platforms	Portfolio	Available Shares Info Given		
Online Platforms	Portfolio	Suspended Shares		
Online Platforms	Portfolio	Bank Aggregator		
Online Platforms	Portfolio	External Portfolio		
Online Platforms	Portfolio	Shares not in portfolio (T1 holding)		
Online Platforms	Portfolio	Position/funds not updated due to BOD		
Online Platforms	Portfolio	Unlisted Shares		
Online Platforms	Portfolio	Already sold share reflecting in Position		
Online Platforms	Portfolio	Explanation of average price.		
Online Platforms	Trade Communication	SMS		
Online Platforms	Trade Communication	Email		
Online Platforms	Trade Communication	App Notification		
Online Platforms	Trade Communication	Contract Notes		
Online Platforms	Partners	Stratzy		
Online Platforms	Partners	WealthDesk		
Online Platforms	Partners	Small Case		
Online Platforms	Option Trader Web	Payoff Graph		
Online Platforms	Option Trader Web	Pre built Strategy / Strategy Builder / Straddle chain		
Online Platforms	Option Trader Web	Position / Portfolio		
Online Platforms	Option Trader Web	Option Chain Data		
Online Platforms	Option Trader Web	Order Placement		
Online Platforms	Option Trader Web	Basket Margin/Over all Margin		
Orders	Order Placement/Modification	Scalper		
Orders	Order Placement/Modification	User Not Aware - Order placed by user		
Orders	Order Placement/Modification	Open Position Status		
Orders	Order Placement/Modification	How to Sell Holdings - New User		
Orders	Order Placement/Modification	Instant Order		
Orders	Order Placement/Modification	Ice Berg Order		
Orders	Order Placement/Modification	IOC/today		
Orders	Order Placement/Modification	Unable to sell IPO shares		
Orders	Order Placement/Modification	Auto Square off timing informed		
Orders	Order Placement/Modification	Flash Trade		
Orders	Order Placement/Modification	Equity SIP Order		
Orders	Order Placement/Modification	Basket Order		
Orders	Order Placement/Modification	AMO		
Orders	Order Placement/Modification	ETF		
Orders	Order Placement/Modification	Reverse Order		
Orders	Order Placement/Modification	Unable to Cancel orders		
Orders	Order Placement/Modification	How to buy unlisted shares		
Orders	Order Placement/Modification	Draft Order		
Orders	Stoploss Order	How to place SL		
Orders	Stoploss Order	SL missed due to Less Range		
Orders	Stoploss Order	Executed but price not on Chart		
Orders	Stoploss Order	SLM not allowed		
Orders	Stoploss Order	LPP order pending		
Orders	Stoploss Order	MPP order pending		
Orders	Stoploss Order	New user - Explained SL order		
Orders	Limit Order	Executed but price not on Chart		
Orders	Limit Order	How to place Limit		
Orders	Limit Order	Incorrect order type selected		
Orders	Limit Order	New user - Explained Limit Order		
Orders	Limit Order	Order pending due to less volume		
Orders	Bracket Order	How to place BO		
Orders	Bracket Order	How to Modify BO		
Orders	Bracket Order	BO converted to Intraday		
Orders	Bracket Order	Trigger price not In range		
Orders	Bracket Order	Buy Above Market Price		
Orders	Bracket Order	New user - Explained Bracket Order		
Orders	Bracket Order	Partial Qty Execution		
Orders	Cover Order	How to place CO		

14	12	12		
L1 Orders	Cover Order	How to Modify CO		
Orders	Cover Order Cover Order	Unable to modify CO		
Orders	Cover Order Cover Order	•		
Orders	TSLO	New user - Explained Cover Order How to place TSLO		
Orders	TSLO	TSLO explanation		
Orders	TSLO			
	Forever	TSLO missed due to less range		
Orders	Forever	How to place Forever		
Orders		Price reached but not triggered		
Orders	Forever	Showing insufficient funds		
Orders	Forever	Bracket order for delivery		
Orders	Market order	Order explanation		
Orders	Market order	Executed without sufficient funds		
Orders	Market order	Market order pending MPP		
Orders	Market order	Order pending due to upper/lower circuit		
Orders	Market order	Order executed at lower/higher price as per volatility		
Orders	Convert Position	How to convert		
Orders	Convert Position	Unable to convert due to insufficient funds		
Orders	Product Type	Intraday/Trading order explained		
Orders	Product Type	Delivery/Normal order explained		
Orders	Order Rejected	BO/CO GAP not maintain		
Orders	Order Rejected	Circuit limit touched		
Orders	Order Rejected	Segment not active		
Orders	Order Rejected	Cross segment margin utilization		
Orders	Order Rejected	Same order pending		
Orders	Order Rejected	Ageing debit		
Orders	Order Rejected	Client not registered - MCX		
Orders	Order Rejected	Same Day Buy back		
Orders	Order Rejected	Expiry Day trade		
Orders	Order Rejected	Hedge break scenario		
Orders	Order Rejected	Exchange not enabled - NSE & BSE cash		
Orders	Order Rejected	Field not found		
Orders	Order Rejected	RAS failed Account blocked		
Orders	Order Rejected	SLM not allowed in Options		
Orders	Order Rejected	ASM/GSM blocked Scrips		
Orders	Order Rejected	Insufficient funds hence not able to place order		
Orders	Order Rejected	Order In- Transit		
Orders	Order Rejected	Intraday orders are not allowed		
Orders	Order Rejected	Freeze Quantity (Trade volume issue)		
Orders	Order Rejected	Intraday square-off started, will be closed by system		
Orders	Order Rejected	Price entered out of the circuit range		
Orders	Order Rejected	Incorrect SL-Limit placed		
Orders	Order Rejected	OI or strike price should be more than 10		
Orders	Order Rejected	Order cannot squared off after 12PM on expiry		
Orders	Order Rejected	T2T Stock		
Orders	Order Rejected	Technical Issue		
Orders	Order Rejected	Margin Blocked		
Orders	Order Rejected	BO/CO Not Allowed for Option		
Orders	Order Rejected	Transactions are not allowed for this script		
Orders	Order Rejected	Periodic call auction scrip		
Orders	Order Rejected	Currency fresh position not allowed	1	
Orders	TPIN	Transaction Failed	1	
Orders	TPIN	Informed how to generate TPIN	1	
	TPIN	-		
Orders	TPIN	Cannot generate TPIN		
Orders		Something went wrong try later		
Orders	TPIN	Informed about BO ID		
Orders	Open Position Status	Position Settled By Exchange		
Orders	Super Order	How Super Order Works		
Orders	Super Order	Order Modification		
Orders	Super Order	Order Executed at any price - After Trigger		
Orders	Super Order	Price missed due to less range		
Orders	Super Order	Executed but price not on Chart		
Orders	Super Order	TG/SL Pending - Main Leg Executed Manually		
		General Info - Active Positions	1	
Orders	Open Position Status	General IIIIO - Active i Ositions		
Orders Trading Related	Open Position Status Corporate Actions	Dividend		
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Trading Related	Corporate Actions	Dividend		

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Mutual Funds	MF Orders Placement	Order In Process/Order TAT		
Mutual Funds	MF Orders Placement	Order details - NAV, folio,		
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Mutual Funds	MF Orders Placement	Order Rejected		
Mutual Funds	MF Orders Placement	Order Failed		
Mutual Funds	MF SIP	How to modify SIP		
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Mutual Funds	MF SIP	SIP Registration		
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Mutual Funds	MF NAV	NAV not updated		
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Mutual Funds	MF Payments	Net banking		
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Mutual Funds	MF Payments	Delete Autopay /Mandate		
Mutual Funds	MF Payments	Number of banks allowed		
Mutual Funds	MF Payments	Using Dhan Ledger		
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Mutual Funds	MF Payments	Charge for Autopay rejection		
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Mutual Funds	MF Redemption	Unable to place redemption order		
Mutual Funds	MF Redemption	Redemption Order Rejected		
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Mutual Funds	MF Redemption	ELSS redemption		
Mutual Funds	MF Portfolio	Update TAT - SIP		
Mutual Funds	MF Portfolio	Update TAT - NFO		
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Mutual Funds	MF Nominee	Modification Request		
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Mutual Funds	MF Reports	Portfolio Report		
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General Miscellaneous NSE Exchange	
General Miscellaneous DhanHQ Twitter	
General Miscellaneous Bulk Close	
General Miscellaneous Rs 1000 Service gesture	
General TM/TL Call back Customer Awaits a callback	
General TM/TL Call back Senior Call Back Taken	
General Offers Account Opening Offer	
General Offers Brokerage Offer	
General Offers AP offer	
General Offers GIFT	
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Technical Issues Application Issue Login Issue	
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Technical Issues Application Issue Price Fluctuation	
Technical Issues Application Issue Option Chain Page not loading	
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Technical Issues Application Issue Downtime Maintenance	
Technical Issues Application Issue Loss claim	
Technical Issues Application Issue Chart issue	
Technical Issues Application Issue Watchlist issue	
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<u>L1</u>	12	L3		
Invest	Small Case	Process Enquiry		
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Invest	Small Case	Small Case Shares not reflecting in portfolio		
Invest	Mutual Funds	Process Enquiry		
Invest	Authorized Partner	Process Enquiry		
Invest	Authorized Partner	Mapping Change		
Invest	SLBM	Process Enquiry		
Invest	Statzy	Process Enquiry		
Invest	Statzy	Login Issue		
Invest	Statzy	Statzy Shares not reflecting in portfolio		
Invest	Quicko	Login Issue		
Invest	Quicko	Process Enquiry		
Invest Feedbacks	Quicko	Unable to pull report		
Feedbacks	Product Product	Margin Related		
Feedbacks	Product	Trading View		
Feedbacks	Product	Order related Charts		
Feedbacks	Product	TPIN Related Feedback		
Feedbacks	Product	Pre Defined Watchlist		
Feedbacks	Product	MTF		
Feedbacks	Product			
Feedbacks	Product	Forex Trading UI		
Feedbacks	Survey Call	Satisfied		
Feedbacks	Survey Call	Unsatisified		
Feedbacks	Customer Service	Positive		
Feedbacks	Customer Service	Negative		
Onboarding	New Lead	NC - Ringing		
Onboarding	New Lead	NC - Switch Off		
Onboarding	New Lead	NC- Not reachable		
Onboarding	New Lead	NC - Busy		
Onboarding	New Lead	NC - Invalid number		
Onboarding	New Lead	Call Back Requested		
Onboarding	New Lead	Check list shared & Document awaited		
Onboarding	New Lead	Not Interested		
Onboarding	New Lead	Document Not Available		
Onboarding	Document Rejected	NC - Ringing		
Onboarding	Document Rejected	NC - Switch Off		
Onboarding	Document Rejected	NC- Not reachable		
Onboarding	Document Rejected	NC - Busy		
Onboarding	Document Rejected	NC - Invalid number		
Onboarding	Document Rejected	Call Back		
Onboarding	Document Rejected	Document Not Available		
Onboarding	Document Rejected	Not Interested		
Onboarding	Document Received	Verification In Process		
Onboarding	Document Ok	Prefilled Account Opening is In Process		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Ringing		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Switch Off		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC- Not reachable		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Busy		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	NC - Invalid number		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	Call Back		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	Not Interested		
Onboarding	Prefill A/c Opening Done - Stamping & Signing	Awaiting AOF through courier		
Onboarding	Internal Communication	No action needed		
Onboarding	AOF Received	Account Opening is In Process		
TradingView	Order Placement	Unable To Place Order Via Charts		
TradingView	Order Placement	Unable To Exit Position - Freeze Quantity		
TradingView	Order Placement	Create New Order - Tab Explained		
TradingView	Order Placement	Order Executed - Not Visible on Charts		
TradingView	Chart Related	Chart Lag / Hang		
TradingView	Chart Related	Incorrect Candles / Price		
TradingView	Chart Related	P&L Line Not Visible		
TradingView	Chart Related	Online Path Given		
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<u>L1</u>	L2	L3	
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TradingView	TradingView.Com	Premium Features	
TradingView	TradingView.Com	Webhook Related	
TradingView	Layout/Symbol/Indicators	Layout Auto Save	
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TradingView	Layout/Symbol/Indicators	Tools Info	
TradingView	Layout/Symbol/Indicators	Online Path Given	
TradingView	Layout/Symbol/Indicators	Alerts Related	
Pledge/Unpledge	Pledge	How To Pledge Shares	
Pledge/Unpledge	Pledge	Unable to pledge shares - T+1 holdings	
Pledge/Unpledge	Pledge	Pledge Margin not received	
Pledge/Unpledge	Pledge	Pledge Timing Informed	
Pledge/Unpledge	Pledge	General Info - How pledge process work / Interest	
Pledge/Unpledge	Pledge	Unable to pledge shares - Tech Issue	
Pledge/Unpledge	Unpledge	Unable to unpledge - Same day	
Pledge/Unpledge	Unpledge	Unable to unpledge - Margin Utilised	
Pledge/Unpledge	Unpledge	Unable to unpledge - Tech Issue	
Pledge/Unpledge	Unpledge	Unpledge Timing Informed	

## L1

Account Closure

**Account Opening** 

Accounts Related

Charges

Feedbacks

General

Invest

**Mutual Funds** 

Onboarding

Online Platforms

Orders

Orders

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