



## WELCOME GUIDE: INFORMATION YOU NEED

We welcome you aboard to the exciting world of investing with Arihant Capital Markets Ltd. We are proud to offer you a variety of investment products such as equity, commodity, currency, mutual funds, bonds, IPO and more offered to you through state-of-the-art technological solutions backed by strong research and advisory.

To make your journey with Arihant smooth, we request you to go through the Welcome Guide as below:

### Placing of Order: Ways to place your order:

- Online Trading – You can trade online with access to our Ari-Trade Pro, Ari-Trade Speed (desktop based software) or Invest Ease (web trading portal). Trading is just a click away - anytime-anywhere at your convenience. For details, you can go to <http://arihantcapital.com/download>
- Mobile Trading – You can trade on your fingertips with Arihant Mobile / Arihant Tab App (for Android and iOS). Trading is just a click away - anytime-anywhere at your convenience. For details, you can go to <http://arihantcapital.com/products-services/online-trading/mobile-trading>
- Tele-trade – With our Tele-trade service, you can place your trading orders just through making a phone call. Contact your nearest office to avail this facility.
- Visit our office - Place stock trades with the assistance of a professional, certified Arihant operator at your closest Arihant investment centre.

Orders can be placed only in your name and against the Trading Code allotted to you.

### Brokerage & other charges

The brokerage is charged on intra-day trading and delivery based trading at separate rates. The rates at which we will charge you have been indicated in Account Opening Form.

### Settlement of Money

You can transfer funds to us through multiple modes: 1- Online fund transfer facility (through net banking) 2- NEFT / RTGS or 3- By issuing cheque.

- 1) **Online Fund Transfer Facility:** You can pay us online if you have net banking facility activated. For transferring funds, go to our website - <http://arihantcapital.com/> and go to Quick Links section on Home Page. Select Fund Transfer, key in your Client Code and click on GO. Choose your segment and enter desired Amount. Alternatively, you can go to fund transfer link from Ari-Trade Speed by going to Links menu and clicking on Fund Transfer.



- 2) **NEFT/RTGS:** You can also pay us via RTGS/NEFT in our following bank accounts:

Equity (AXIS BANK)	Bank Account Number	IFSC Code
NSE/ BSE/ Currency	043010200005661	UTIB0000043

Please note that you have to mandatorily email us payment details by writing to us on [accounts@arihantcapital.com](mailto:accounts@arihantcapital.com) in case of transfer by RTGS/NEFT.

Commodity (AXIS BANK)	Bank Account Number	IFSC Code
MCX	043010200017596	UTIB0000043
NCDEX	043010200013712	UTIB0000043

Please note that you have to mandatorily email us payment details by writing to us on [commodity@arihantcapital.com](mailto:commodity@arihantcapital.com) in case of transfer by RTGS/NEFT.

- 3) **Cheque payments:** All payments should be made in the name of:

**Arihant Capital Markets Limited** in case of BSE, NSE and Currency.

**Arihant Futures and Commodities Limited** in case of MCX and NCDEX.

Please note payment should be done by crossed cheque only. Please mention your client code behind the cheque. We will not be responsible for cheques that are written in any other name and delivered to our associates.

Please note we will issue cheques only in favour of account name and number indicated in the Registration Kit given by you.

In the event you do not pay, we are at liberty to sell off your shares to recover your dues. We reserve the right to charge interest on delayed payments.

### Settlement of Shares

- 4) Do not give blank transfer instruction slips (demat) to relationship manager/sub-broker. All slips should be duly filled and signed. Otherwise they could be liable for misuse and the company will not be responsible for such misuse.
- 5) We will not accept delivery from any account other than the account number indicated by you in the registration kit. If you give shares from any other account, then your shares will get auctioned despite of giving delivery, as our system treats such delivery as received from third party. If you have more than one DP account in your name then please give all details and proofs of your accounts at the time of registration or before at least one-week before you give delivery from such accounts. If we do not have the details, your delivery will not be accepted.



6) Please note the following while filling delivery instructions:

	FOR BSE	FOR NSE
CM-BP ID	IN603131	IN558703
CM NAME	Arihant Capital Markets Ltd	Arihant Capital Markets Ltd
SETTLEMENT TYPE	Rolling Market Lot	Normal/Trade to Trade*

\*As the case maybe.

## Research

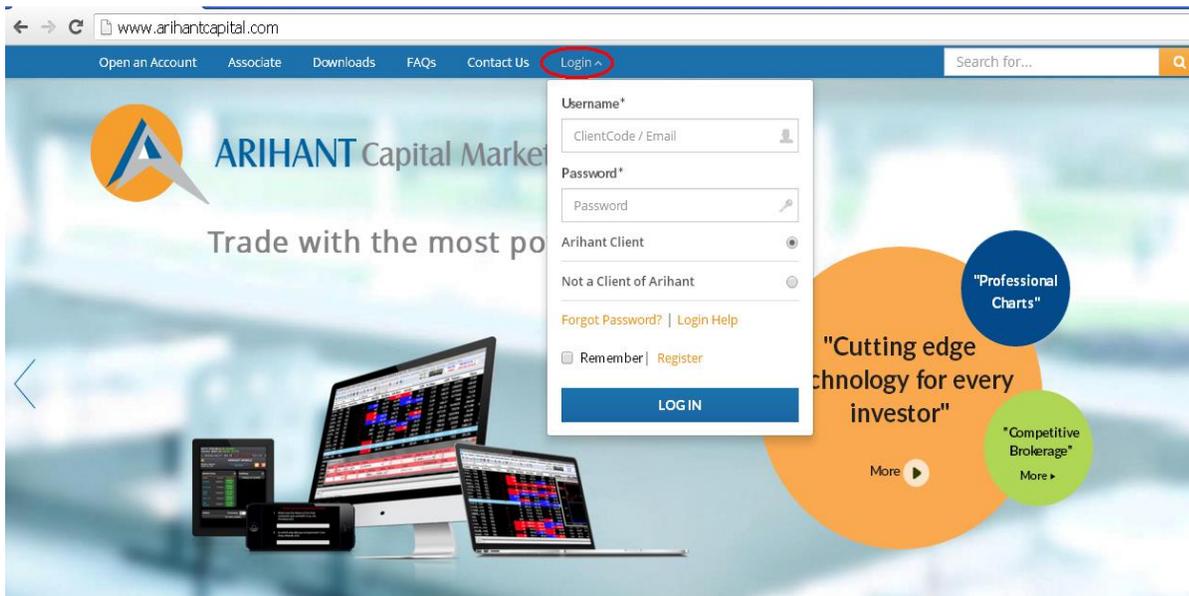
We provide Research call for intraday, btst, short term and long term investments. This facility is available through "Arihant messenger" as well as through "SMS". You can also view Research call at our website's Research section. Go to the <http://www.arihantcapital.com/research>. You can give your mobile no. to Relationship manager at our branch/franchisee. Our analysts keep minute-to-minute track of the market and broadcast buy and sell recommendations on the basis of market momentum. Our research team sends trading and investment call alerts everyday. This facility is available free of cost to all investors, associates and active traders. You can also register yourself at our website [www.arihantcapital.com](http://www.arihantcapital.com) in research section for various research reports. Please note that company reserves rights to withdraw this facility to inactive clients.

## Viewing your financial balance and holding: Client Dashboard

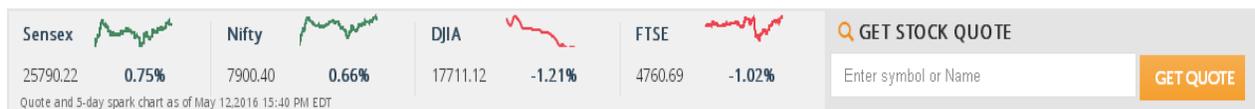
It's easy to access your trading account online – 24/7. From the comfort of your desktop, you can view your Account Statement and Bill Summary of your transactions through our 'Client Dashboard' and take care of your everyday transaction anytime and anywhere. We have made it hassle free and convenient for you.

### How it works?

- Go to our website [www.arihantcapital.com](http://www.arihantcapital.com)
- Click on the **Login** option on the upper side of the homepage.
- The window appearing after this will be your login page as below:



- You can now login to view your account by entering your user name and password. User name will be your Terminal Code also know as Trading Code, Password will be your PAN no. (for login first time).
- We request you to change your password upon your first login, for security reasons. Our advice is to change the password every 15 days to prevent misuse.
- You can access your Back Office, Demat Account in detail, Mutual Fund statements, Trade Online and also transfer fund online, all at one place from here.



RECOMMENDATIONS: FROM THE RESEARCH DESK\*

EQUITY	COMMODITY	CURRENCY	MUTUAL FUND
EQUITY-FUNDAMENTAL		EQUITY-TECHNICAL	
CALLS	RECO PRICE	TARGET PRICE	RECO DATE
TVS Motors	315	362	13-Apr-2016
CALLS	RECO PRICE	TARGET PRICE	RECO DATE
Britannia	2930-2890	3000-3050	12-May-2016

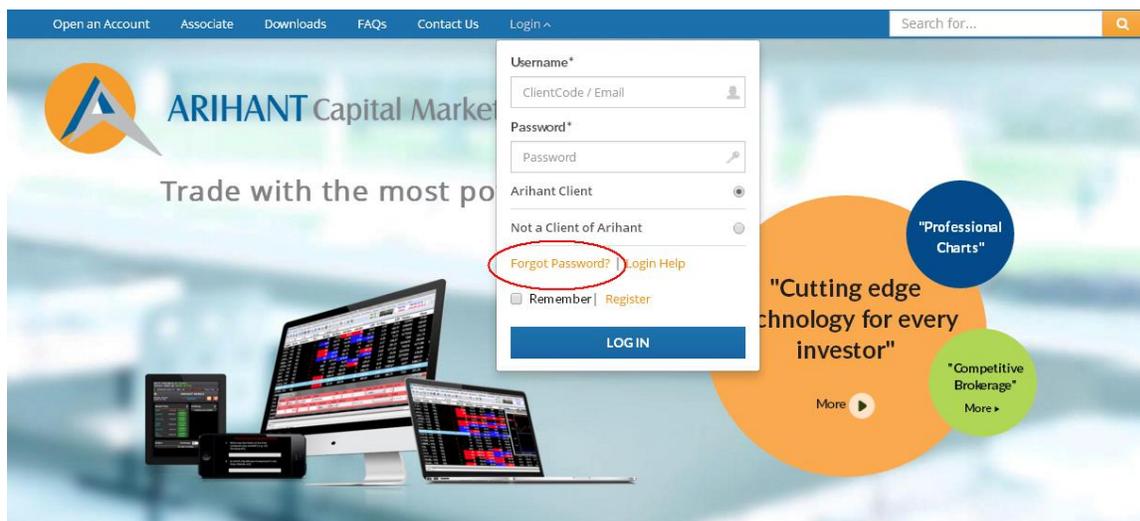
- Trade Online
- Full Online Backoffice (IE only)
- View Demat Account
- Mutual Fund Portfolio Viewer
- Online Funds Transfer



If you have any query related to viewing your trading account online, contact our Customer Service Representative at [contactus@arihantcapital.com](mailto:contactus@arihantcapital.com)

### What if I forgot my password?

In case you forgot your password, you can always retrieve it. You can reset password with the help of the **'forgot password'** option, click on **'forgot password'** option. Enter your terminal code or e-mail ID and submit it. New password will then be sent on your registered e-mail ID by default.



Even after this, if you're not able to retrieve your password, you can always e-mail your query to us at [contactus@arihantcapital.com](mailto:contactus@arihantcapital.com). Your password will be reset within 24 hrs and informed to you by e-mail only.



### Activate value-added services

To activate value-added services like online trading, mobile trading or for getting research call free via sms or to apply for online mutual fund, you can find the below box on the bottom left of your screen. Our executive shall call and confirm to you once the service is activated.

## GO ONLINE - INVEST WITH EASE

Tick the service you want to activate, fill in your details and submit:

<input type="checkbox"/> Online Trading	<input type="checkbox"/> Mobile Trading
<input type="checkbox"/> Online Mutual Fund	<input type="checkbox"/> Research on SMS

<input type="text"/>	<input type="text"/>
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I hereby agree to the [terms and conditions](#)

**SUBMIT**

### Customer Support

**Online Chat. On the phone. At the branch.** No matter where you are or what level of support you need, you can get it with us. For online chat help you can get it from our website's Home Page at Right below corner.

Our constant effort is to meet all your needs and for this purpose we have incorporated a dedicated Client Relationship Cell (CRC) for our privileged customers. Our CRC professionals will assist you in all your queries or have any complaints and will liaise on your behalf with all the departments. You can email CRC on [contactus@arihantcapital.com](mailto:contactus@arihantcapital.com) or call our CRC representative on your nearest Arihant office.

1. **Email us :** you can email us on [contactus@arihantcapital.com](mailto:contactus@arihantcapital.com) or call our customer support representative on your nearest Arihant office.
2. **Send us a query through our website contact form:** To make things easier for you, we have a website contact form in which you can fill in your details and comments and send



us. One of our executives will get in touch with you within 48 hours and resolve your query. Go to <http://arihantcapital.com/contact-us> and ARIHANT Capital Markets Ltd.

## Downloads and Demos

You can download our online trading platforms from <http://arihantcapital.com/download>. Further, to understand how to access online trading platforms, online back office and mobile trading app, please go to <http://arihantcapital.com/demo>. You can watch our interactive videos and know more about using our applications.

## SERVICES AND PRODUCTS WE OFFER

- Equity Broking - BSE and NSE
- Institutional Broking
- Internet Trading (Ari-Trade Speed and Ari-Trade Pro)
- Derivatives Futures and Options
- Commodities Trading - NCDEX & MCX
- Currency Derivatives
- Priority Client Group (PCG)
- Merchant Banking
- Depository Services - NSDL, CDSL
- Mutual Fund Advisory
- Initial Public Offerings (IPO) and IPO financing
- Algorithmic Trading
- Ari-Algo - ALGO Trading Software
- NRI and FPI Services

And because we care, your growth is our objective.

Happy Investing !



**Disclaimer:**

This document is for information purposes only and is subject to change by the Company without any prior notice. Arihant Capital Markets Ltd or any of its associate companies is not responsible for any omissions or inaccuracies in the same.

**SEBI Registration Numbers: BSE** - INB/INF 010705532; **NSE** - INB/INF/INE 230783938; **NSDL**: IN-DP-NSDL-165-2000; **CDSL**: IN-DP-CDSL-317-2005; **NCDEX** - 00080; **MCX** - 10525; **MCX-SX**- INE-260783938; **AMFI** – ARN 15114

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