

FAQs For E-KYC

1. How can I open my "Tatkal Account"?

Answer:

- Anyone can easily open his/her tatkal account by visiting the www.karvycommodities.com
- Then go to the open a tatkal account.
- (Clients can also see the instructions for filing the online form which are provided on the site)

2. How many OTPs I get?

Answer: Total 2 OTPs client will get.

First OTP will be sent after filling the PAN details & another will be sent after filling the Aadhar details.

3. What if I am not receiving the OTP after filling the Aadhar details?

Answer: The current mobile no. of the client should same as the mobile number mentioned during the registration of the Aadhar card. If the no. are different then replace your old mobile no. in the Aadhar card with current one.

4. How can I upload my banks details?

Answer: Banks details can be uploaded in two form- Personalized Cheque & Non-Personalized Cheques.

Personalized cheque (i.e. Name of the client printed on the Cheque)

- The name of the respective client should be printed on the cheque.
- Signature of the client on the cheque.
- Cheque should be cancelled or in the name of Karvy Comtrade.

Non-Personalized Cheque (i.e. Name of the client is not printed on the cheque)

Following are the documents required:

- Copy of Bank passbook cover page.
- Copy of latest bank statement (preferably 3 months) / Copy of e-statement.

(Note- all the documents should be self attested and also cheque should be signed by the client)

5. How can I decrease my brokerage charges

Answer: The client who wants/willing to decrease his/her brokerage charges can ask his/her respective RM to decrease the brokerage charges.

6. What are the documents required for the correspondence address?

Answer:

- Registered lease or sale agreement of residence
- Proof of address issued by any of the following: Bank managers of scheduled commercial bank/ scheduled cooperative bank/ multinational foreign banks/ gazette officer/ Notary public/ elected representative to the legislative assembly/ Parliament/ documents issued by a government or statutory authority.

7. How I can get the subscription confirmation after completing all the stages?

Answer: Once all the stages are completed a "Welcome Mail" will be sent through service@karvy.com to the registered e-mail id of the client.

8. Can I transfer the fund after generation of client code?

Answer: Yes, client can transfer the fund after generation of client code.

9. How much time it will take to start trading after opening the account?

Answer: Once the account is open, the trading can be immediately started soon after the mapping (Approval by exchanges i.e., NCDEX & MCX).

10. How can I get my E-KYC form?

Answer: Once the procedure is completed the client get an another mail for digital signature and PDF of E-KYC form. From that mail client can download the form.

11. How can I proceed with my digital signature?

Answer: Once the procedure is completed the client will get another mail for digital signature with a link, wherein the client should proceed by clicking the link of DIGIO. After that, client will get 2 OTPs for the confirmation.

(For any further query contact us @ toll free no. 1800-425-1900)

