



Central Depository Services (India) Limited

Convenient + Dependable + Secure

COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/A,I&C/DP/POLCY/2022/409

July 20, 2022

Dos and Don'ts and best practices to be followed for CDSL demat account holders

In CDSL's endeavor towards making Indian Securities Market - Transparent, Efficient, & Investor friendly by providing safe, reliable, transparent and trusted record keeping platform for investors to hold and transfer securities in dematerialized form, following are the simple Dos and Don'ts and best practices to be followed by the investors to protect themselves from fraudulent practices.

- To register for CDSL's internet based facility 'easi' to monitor your demat account yourself: Login to <https://web.cdslindia.com/myeasinew/Registration/EasiRegistration>
- Register for CDSL's SMS Alert facility - SMART and obtain alerts for any debits in your demat account.
- CDSL sends alerts to investors on their registered mobile number through SMS and e-mail for any modification done in their master details, debit in demat account, pledge creation, change in nominee etc.
- Pay attention to SMS's and emails regularly sent by CDSL. If you receive an SMS for a transaction not executed by you, inform your DP/CDSL immediately.
- Inform your DP of any change in your Personal Information (for example address or Bank Account details, email ID, Mobile number) linked to your demat account in the prescribed format and obtain confirmation of updation in system.
- Protect your login details and do not share login credentials with anyone. Password should be unique. Keep strong and complex passwords and change the password at regular intervals.
- Do not share One Time Password (OTP) received from your DP/ CDSL. These are meant to be used by you only.
- Do not share login credentials of e-facilities provided by CDSL such as e-DIS, easiest etc. with anyone else.
- Do not download any unknown application on your phone / device. The application may access your confidential data secretly.
- Exercise the option to freeze the Demat account if not being used for long duration.



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- Before granting Power of Attorney (PoA) to anyone, to operate your demat account, carefully examine the scope & implications of powers being granted.
- Ensure that, your holding and transaction statements are received periodically as instructed to your DP. You are entitled to receive a transaction statement every month if you have any transactions.
- Check your demat account statement on receipt. In case you notice any unauthorized debits or credits, contact your DP for clarification. If not resolved, you may lodge your complaint by visiting www.cdslindia.com > Post Your Grievances (<https://www.cdslindia.com/Footer/grievances.aspx>).

DPs are advised to communicate the above communiqué to their clients as best practices to safeguard their demat accounts.

Queries regarding this communiqué may be addressed to:

CDSL – Helpdesk on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: helpdesk@cdslindia.com

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Farokh Patel
Vice President