



**Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.**

**1) Procedure for opening an account – Offline**

- a) Download the trading account opening form from our website  
- <https://www.vedsecurities.com/client-agreements/>
- b) Fill in the required details and as per the entity type check the requisite documents required.
- c) Provide the requisite self-attested documents along with the Photo as per entity.
- d) Courier / Physical submit of the form to the registered address of the company.
- e) It takes 7 working days for verifying and creating UCC and activation of the trading account.

**2) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number.**

- a) Visit the company website (<https://www.vedsecurities.com/>) where Investor Grievance email ID is provided.
- b) After receiving the complaint, a number is generated via sms/email.

**3) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any**

- c) After receiving the complaint the respective team looks into the matter and get it resolved ASAP.