

Policies and procedures

EUREKA

In the course of using this website or any of the websites under the 'eurekasec' / 'eurekasecurities' domain or availing the products and services via the online application forms and questionnaires, online consents and such other details required from time to time on any of Eureka's (and/or its affiliates) web platforms or mobile applications, Eureka and/or its affiliates may become privy to some of Your personal information, including which may or may not be of confidential nature. Eureka is strongly committed to protecting the privacy of its users/clients and has taken all necessary and reasonable measures to protect the confidentiality of any customer information.

For the purpose of these Privacy Policy, wherever the context so mentions "Covered Persons", "Client", "You" or "Your", it shall mean any natural or legal person who has visited this website/platform and/or has agreed to or has enquired open an account and/or initiated the process of opening an account with Eureka (also defined as "Covered Persons").

Eureka allows any person to use/visit/browse the website without registering on the website. The term "We", "Us" , "Our" and "Team Eureka" shall mean Eureka Stock & Share Broking Services Limited and its group of companies. Eureka Stock & Share Broking Services Limited and/or its group of companies (hereinafter shall be referred together as 'Eureka'). Eureka Stock & Share Broking Services Ltd. is an ISO 9001:2015 certified company (certificate no: IND.20.6217/QM/U). SEBI Single Registration Number : INZ000169839 [NSECM, FO (TM & CM), CD (TM & CM), BSE CM, FO (TM), CD(TM), MSEICM, FO(TM) CD(TM), MCX(TM & CM), NSE & BSE COMMODITY] Registered Member Code: 00684 (NSE), 906 (BSE), 36100 (MSEI), 56480 (MCX), 01288 (NCDEX). NSDL : IN-DP-NSDL-172-2000 DP NO: IN302105 CDSL: IN-DP-CDSL-460-2008 DP NO: 12055800. PMS – Eureka Portfolio Management Services Ltd. INP000005740. This website is owned, operated and maintained by 'Eureka Stock & Share Broking Services Ltd', a Company having CIN: U70109WB1992PLC055782, and having its Registered Office at 1101, Merlin Infinite, DN 51, Salt Lake City, Sector 5, Kolkata 700091. Access to Your Eureka account and the usage of Your account is subject to Your compliance with all the terms and conditions set forth herein, read along with all documents, including but not limited to; applications forms and undertakings, signed by you during account opening, and any terms/consents/policies included on Eureka's website/domain, including its "Terms and Conditions", "Policies & Procedures", and "Disclosure".

SETTLEMENT AND RETENTION

In the event there is any claim for/ of charge back by the User for any reason whatsoever, such User shall immediately approach Eureka with his/ her claim details. Such fund received by Eureka (if any) shall be credit to the trading account of the user within 24 hours of intimation by the user and successful receipt by Eureka. Amount credited to the User's Trading Account shall be available for trading and will

be settled periodically as per the retention policy of Eureka in line with the SEBI circular SEBI/HO/MIRSD/DOP/P/CIR/2021/57, which is as follows:

1. In case of inactivity in the Trading Account of the User for a continuous period of 30 days, within 2 working days from the end of the such period, or
2. Running Account settlement at a gap of 30/90 days between two settlements of running account as per preference of the User, after retention of:
 - a) pay-in obligation of funds of T day and T-1 day, and
 - b) 225% of end of the day margin obligation across all segments on the date of settlement. (Margin Obligation of the User shall be first met through the securities pledged by the User and the remaining by fund balance available in the Trading Account)

No claims for refund/ charge back shall be made by any User to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained.

In these Terms and Conditions, the term "Charge back" means approved and settled card (Debit or Credit) or net banking purchase transactions which are at any time refused, debited or charged back to Merchant account (shall also include similar debits to Payment Gateway Service Provider's accounts, if any) by the Acquiring Bank for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.