



Dial-2-Trade User Guide

DIAL-2-TRADE is an additional facility extended to our clients who are having difficulty in accessing the internet. Please bear in mind the following while using our **Dial-2-Trade** facility and help us to serve you in a speedy and effective manner.

- Call our **TOLL FREE** numbers **1800 220 369** or **1800 103 1369** and select option **No.1** for **trading** and enquiring about current day's trades and then **dial your 9 digit CLIENT ID and TPIN** when the system prompts you. If you want to modify your TPIN, press *after dialling your CLIENT ID.
- When you call us thru' the **Toll Free** number, your Trading Account opens on our dealer's terminal who will key in the order as per your instructions.
- Please ensure that sufficient "**exposure**" (Money on 'HOLD' in SB/CA + sales proceeds – mark to market loss) is available to you. Or else please create '**HOLD**' (blocking of funds for share trading) on the funds or ask the dealer to '**HOLD**' sufficient funds from your Bank Account, **before placing any buy/intraday orders.**
- For **SELL** orders under **Delivery** ensure that the **scrips are put on HOLD** by you in your **DEMAT Account** before placing the order. Or else ask the dealer to "**HOLD**" the scrips from your DEMAT Account.

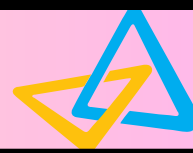
While giving instruction to place the orders ensure that back ground noise TV, music etc is brought to the minimum. If you are calling from a Cell phone ensure that you are located at a place where there is good signal.

Give the instruction in the following order clearly in the following manner "**EXCHANGE > SCRIP/CONTRACT**

- **DETAILS > BUY/SELL > QUANTITY > ORDER TYPE AS 'LIMIT' OR 'MARKET' AND RATE > PRODUCT AS "CASH'N'CARRY" OR "INTRADAY"**
- If you are squaring off the position, inform that the order is a square off order. Any order which is pending can be modified; there is no need to place a new order at a different rate.
- If you are **selling the scrips bought on the previous day** inform that you are placing a **BITSOT** order.
- When you are dealing in scrips that are not traded frequently, if you know the Exchange in which it is listed and the Scrip code, please inform the same to the dealer for speedy service.
- Fresh **INTRA DAY** orders, **INTRA DAY SQUARE OFF** orders and **TRADE CONVERSION** from **INTRADAY** to **CASH'N'CARRY** and *vice versa* can be placed up to **3.00 p m.** **Disconnect the phone only after confirming with the dealer that your order has been placed or traded.**

For all other enquires use option 2 to 4 in the IVR system. If you are having difficulty in getting the

- **connection to our TOLL FREE Number you can also call 022- 24063871 to 24063875 or 022 43603871 to 43603875.**
- **Before availing the Dial-2-Trade facility, please read the 'Terms & Conditions' document which is available on our home page**
-
-



Contact Details

- For any IT-SUPPORT:
 - Tel: 022-43603-833/834/868/867/832
 - Email: cbslit@canmoney.in
- For any TRADING ORDER PLACEMENT related queries:
 - Tel: 022-43603-843/844
 - Email: cbslmo@canmoney.in
- For any queries related to TRADING ACCOUNT ACTIVATION:
 - Tel: 022-43603-843/844
 - Email: cbslactivation@canmoney.in
- KYC UPDATION / MODIFICATION (MOBILE NUMBER/ NOMINEE/ INCOME RANGE) in TRADING account:
 - Tel: 022-43603-845/848/850
 - Email: customercare@canmoney.in
- For any reports Related to Back-Office:
 - Tel: 022-43603-856/854
 - Email: bostatement@canmoney.in
- For any queries related to FUND Settlement:
 - Tel: 022-43603-854/857
 - Email: cbslbo@canmoney.in
- For any queries related Shares Credit/Corporate Action:
 - Tel: 022-43603-840/852
 - Email: cbslbo2@canmoney.in
- For any queries related to PORTFOLIO:
 - Tel: 022-43603-867/868
 - Email: cbslit@canmoney.in
- KYC UPDATION / MODIFICATION (MOBILE NUMBER/ NOMINEE/ INCOME RANGE) in DEMAT account:
 - Tel: 080-2227-1211
 - Email: dpcustomercare@canmoney.in
- For DEMAT CUM TRADING PHYSICAL/ ONLINE ACCOUNT OPENING related queries:
 - Tel: 080-2211-6082/080-2227-1211
 - Email: oltaop@canmoney.in, dpaop@canmoney.in



• For any KRA Related queries:

- Tel: 080-2210-5148
- Email: dpkyc@canmoney.in

• For any DIS (Delivery instruction slip) Related queries:

- Tel: 080-2210-5148
- Email: dpdis@canmoney.in

