



Frequently Asked Questions (FAQ)-Indiabulls e-Account

What is "Indiabulls e-Account"?

Indiabulls e-Account is a paperless Aadhaar-based process for opening a trading and demat account .

Who are eligible to open Indiabulls e-Account?

Any individual resident Indian who has completed 18 years of age can open Indiabulls e-Account with Indiabulls Ventures Limited using Aadhaar based authentication process.

What do I need to get this process initiated?

Your PAN Number, Aadhaar Number and access to Mobile Number registered in Aadhaar.

What if I do not have Aadhaar?

Aadhaar Number and access to Mobile Number registered in Aadhaar is mandatory to open Indiabulls e-Account.

I do not have access to mobile registered in my UIDAI records (Aadhaar)?

OTP for KYC authentication & e-sign shall be sent on mobile number updated in UIDAI records, hence, it is mandatory to have access to the mobile number registered in Aadhaar. In order to get your mobile number/new mobile number updated in UIDAI (Aadhaar), you may please follow either of following options

To submit your update/ correction request online please [CLICK HERE](#)

To submit your update/ correction request by post please [CLICK HERE](#) to download the correction form

I am getting some technical error while trying to use <https://eaccount.indiabulls.com> ?

The site is best viewed at 1366 X 768 resolution and compatible with Google Chrome, Firefox, Safari and IE10 & above. If Internet Explorer browser is in compatibility view, to disable this go to Tools > Compatible View Setting > Uncheck Display Intranet Sites in



Compatibility View and save the settings. It would also be advisable to clear the cache of your browser by using Ctrl+Shift+Delete.

Can I access Indiabulls e-Account through my Mobile?

Yes, you can access Indiabulls e-Account portal through Smart phone provided internet is enabled.

I have not received OTP, how can I proceed further?

OTP will be sent on your mobile number registered with Aadhaar. If you didn't receive OTP in few minutes, click on re-generate OTP. If you punch incorrect OTP or do not receive OTP then you will be asked to proceed via offline process. In offline process you will need to download Account Opening Form & send the duly filled & signed form to Indiabulls Account Opening Team at the designated address along with required documents. Please note all documents needs to be self-attested by the client .

What is In-Person Verification?

As per SEBI guidelines, client's In-Person Verification (IPV) is mandatory to be carried out by the Stock Broker. For **Indiabulls e-Account** IPV will be conducted through Webcam from Indiabulls Office using Skype or Google hangout as per client's preference.

If you do not have an account with Skype or Google Hangouts, create your account accessing below links:

- ✧ Visit <https://web.skype.com/> to create account in Skype
- ✧ Visit <https://accounts.google.com/SignUp?continue=https%3A%2F%2Fmyaccount.google.com/intro> to create account in Google Hangout

I do not have a Webcam/Smart phone with front camera, how do I carry out IPV?

It's very simple, You can contact our customer care at 0124-4572444 between 9:00 am to 6:00 pm from Monday to Friday (except trading holidays) or mail us at helpdesk@indiabulls.com with your application reference number & we will arrange a representative to visit your place to carry out In-Person Verification.



What is e-Sign? How to e-sign the application online?

An electronic signature or eSign is an intent to agree to or approve the contents of a document. E-sign can be done on the basis of AADHAAR and OTP. Post filling online application and uploading the requisite documents, you will find a link against each document and application form for e-Sign. On click 'e-Sign' Tab, a new window will be populated to enter OTP which you received on your email id and/or Mobile number registered with UIDAI. After verifying the OTP, your application will be considered as electronic signed.

Can I e-Sign all documents generating single OTP?

No, As of now OTP is valid to e-sign only one document. So, each document would be e-signed by generating a new OTP.

I do not have my AADHAAR number, can I e-Sign the Application/Documents?

AADHAAR number is mandatory to e-sign the documents. If you don't have your AADHAAR, you can opt to process the application form in hard copy to open an account. You will need to download Account Opening Form, print it on plain paper, sign it and submit the same with self-attested requisite documents at nearest branch office of Indiabulls Venture Limited . You can also contact our customer care at 0124-4572444 between 9:00 am to 6:00 pm from Monday to Friday (except trading holidays) or mail us at helpdesk@indiabulls.com for any query and/or assistance.

What are the documents required to open an Account?

To open an account, following documents are required:

- ❖ AADHAAR Card
- ❖ PAN Card
- ❖ Proof of Address- {AADHAAR Card, Passport, Ration Card, Driving License, Latest Electricity Bill, Voter Id Card, Latest Gas Bill, Latest Bank a/c Statement/Passbook, Latest Telephone Bill (Land line only), Lease/Sale Agreement of Residence}
- ❖ Photograph



- ❖ Signature
- ❖ Bank Proof (Copy of cancelled Cheque leaf/Pass Book/Bank Statement specifying name of the constituent)
- ❖ Financial Proof (Copy of ITR, Copy of Annual Accounts, Salary Slip, Copy of Form16, Net worth Certificates, Copy of Demat Account holding statement, Bank Account Statement for last 6 months, Anyother relevant documents substantiating ownership of assets, Self declaration with relevant supporting documents.)

I do not have required documents, can I upload it later?

Yes, once you register your contact details and generated your password, you can upload documents at your convenience by logging to Indiabulls e-Account portal

<https://eaccount.indiabulls.com> ,with your credentials.

In which segments I can open "Indiabulls e-Account"?

- ❖ Equity
- ❖ Equity Derivatives
- ❖ Currency Derivatives

How long does it take to open a trading account via "Indiabulls e-Account "?

The Trading account will be activated on the same day post successful completion of process provided documents submitted are in order. However Demat Account shall opened one working day post activation of trading account

I am a Non-Individual Indian? Can I open an Account online?

Non-Individual or NRI account cannot be opened online, as of now. Since online account activation is available only for individual category and if you have entered a PAN other than INDIVIDUAL via Indiabulls e-Account portal, you will have following two options to open an account through offline process:

'Contact Me' - if you select this option, our representative will contact you for further assistance .



'Print & Send' - if you select this option, you would be able to download the 'Account opening' kit for Non -individual category. You need to print the 'Account opening' kit , fill the form, Sign it and send/deliver the filled form with self-attested requisite documents at your nearest Indiabulls Branch/HO.

How will I come to know if the application is rejected?

Status of the application form shall be shared with you on your email. Alternatively you can login to Indiabulls e-Account portal using your login credentials to view the account status.

How will I be intimated regarding the account opening?

You will receive welcome email on your registered email id. Welcome letter along with welcome kit will also be sent on your registered address.

Can I register my Nominee Online?

No, you cannot register your nominee online. For nomination, kindly download nominee registration form, fill the form, sign it and send/deliver it at nearest Indiabulls Ventures branch/HO. You will also receive a Nominee Registration Form along with Welcome mail.

What is POA? Can I sign POA Online?

A power of attorney is a written authorization that allows someone else to act on your behalf . In so far as POA for demat account is concerned it may be used to operate your demat account for limited purpose. **It may be noted that execution of POA is not mandatory.** POA is merely an option available to you for instructing us to facilitate the delivery/transfer of securities held in your demat account(s) towards stock exchange related margin / delivery obligations arising out of trades executed by you on the stock exchange through us. If you don't wish to execute POA then you have to submit Delivery Instruction Slip (DIS), every time within stipulated timeline, to meet your delivery obligation against the transactions executed in your account on exchange platform. Please note POA executed shall be revocable at any time at your option.



To execute POA with Indiabulls Ventures limited you need to download POA Form, print it and execute the same on non-judicial stamp paper of appropriate value applicable in your state of residence. You can/deliver duly executed POA at nearest Indiabulls Ventures branch/HO.

What if a customer wants to revoke/cancel on given consent for e-KYC data or sharing e-KYC data with third parties?

The Aadhaar holder may at any time revoke consent given to IVL for storing his/her e-KYC data or for sharing it with third parties by sending an email to withdraw@indiabulls.com Upon such revocation, IVL may delete the e-KYC data and cease any further sharing of e-KYC data to third parties subject to the legal regulations and obligations.