

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

a) Direct Client Account Opening

- Client will have to sign-up through their mobile number where mobile number will be verified through OTP mechanism.
- The facility is only to open accounts for Sole Holder, Resident Individual customers.
- Once client has verified his number, he needs to verify the PAN details and email I'd. Email I'd will be verified through OTP mechanism.
- After this client needs to make the payment of lifetime Amc.
- Next step is to fill all the basic KYC details. After that bank details need to be filled.
- Last step is to upload all the documents.
- Post this, the entire data and documents (such as PAN, Address proof, Bank Proof, Income proof etc.) are published to a KYC Officer in HO of the member for further verification.
- The discrepancies in the KYC information or documents have to be fulfilled by the client.
- After the discrepancies are fulfilled the e-sign mail is sent to the client.
- Client has to e-Sign the Account Opening form through Aadhaar based e-Sign process. E-Sign takes place on the portal of ESP as ASP is not allowed to carry transaction on his portal.
- Only upon successful verification, the account will be opened.

b) Filing a complaint on designated email id

A client can directly mail us regarding his issues/complaint/query at helpdesk@trustline.in. As soon as we receive the mail a unique ticket I'd is allotted and is directly mailed to the client through automatic mechanism. He can further track his issues/complaint/query through this ticket I'd over the call or mail.

If he/she is not satisfied with the resolutions provided through the helpdesk, the matter can further be escalated as per the escalation matrix defined over the website.

c) Finding out the status of the complaint etc.

To find the status of the same he can write to our helpdesk team on helpdesk@trustline.in or can connect with us at 01204613888.