

Ref: 10-11/ISS/CUSTODY/4789/MM
December 20, 2010

All Registered Intermediaries of ISS

Dear Sir / Madam,

Sub.: Client login in facility in iSPARC under Customer Care

We are pleased to inform that clients of our sub-brokers can directly login to the new Back Office Software (IBOS) and can view and take print of their data in Customer Care.

The details for the ISS client to access Customer Care is provided as under:

Website IP address: <http://121.241.81.235/cc>
ISS Client login: Client code (e.g. W6052020)
Password: PAN No. ASVFN0210N **(Ten Digit)**
Client should immediately change the password after login.

Members are requested to encourage their clients to use this facility. Please find attached the detailed guidelines in print screen for the clients to login to customer.

For any clarifications, you may contact the under-signed or your Relationship Managers at helpdesk@iseindia.com Tel.Nos. 022 - 67941163, 67941168 and 67941118.

Thanking you,

Yours faithfully,
For **ISE Securities & Services Limited.**

Mayuri Marathe
Head, Help Desk Department

Encl: As above.

Providing "Customer Care" at the new back office software of ISS

iSPARC [2.1.0.36] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://144.1.150.67/bo/default.aspx> Go Links Open

ISE Securities & Services Ltd.
the wholly-owned subsidiary of ISE

- About us
- Customer care**
- Registered sub-brokers
- Contact us
- Old Backoffice

News & Events

Sign in SPARC

User id

Password

[Forgot Password ?](#)

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iSPARC [Version : 2.1.0.36] Published On :14-12-2010 08:31:30 AM

<http://144.1.150.67/CC/Login.aspx> Internet

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client login in "Customer Care"

ISE
Easier Access, Wider Reach

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Welcome to
Customer Care

**ISS shall endeavor to provide flexible and
COST-effective access to multiple
markets to its intermediaries across the country
using the latest technology.**

USER LOGIN

User Name

Password

SUBMIT

Forgot Password ?

Other Links : [NSE](#) | [BSE](#) | [CDSL](#) | [MCX](#) | [NCDEX](#) | [SEBI](#) | [RBI](#)
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Useful Links : [Privacy Policy](#) | [Disclaimer](#)
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Address <http://144.1.150.67/CC/Login.aspx>

Done Internet

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change the password immediately on first login.

Balance Enquiry - Microsoft Internet Explorer

File Edit View Favorites Tools Help



Address <http://144.1.150.67/CustomerCare/BalanceEnquiry.aspx>



Cash Market F & O Fund Transaction **Settings** LogOut Welcome CLIENT NAME

Change Password

Personal Holding Statement (As on 14-12-2010)

| | | |
|--|---|------|
| TradeCode | : | |
| First Holder | : | |
| Portfolio Value | : | 0.00 |
| Ledger Balance | : | 0.00 |
| Total securities in the portfolio | : | 0.00 |

(Prices shown are as of 14-12-2010)

Account Details

| Narration | NSE | BSE | NSEFO | NSECD |
|-----------------------|------|------|-------|-------|
| LEDGER | 0.00 | 0.00 | 0.00 | 0.00 |
| LEDGER - UNCLEARED | 0.00 | 0.00 | 0.00 | 0.00 |
| PENDING - SETTLEMENTS | 0.00 | 0.00 | 0.00 | 0.00 |
| Net Total | | | | |

Depository Details

| | |
|-------------|-------------------|
| DPId | DPClientId |
| 13023400 | 1302340000 |

start



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Customer care aval...

book1 - Microsoft W...

Change Password



Enter your userid
Enter your old password
Enter your new password
Confirm your password

W6052020

SAVE CLEAR

User login:
Client code

Pan Number :
ASVPN0210N
(Ten Digit)

Enter New
Password

Confirm the
new Password

Through this option client can view the ledger balance, DCN, F&O ledger etc as shown below

Balance Enquiry - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Homegroup

Address <http://144.1.150.67/CustomerCare/BalanceEnquiry.aspx> Go

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Cash Market F & O Fund Transaction Settings LogOut Welcome CLIENT NAME

Personal Holding Statement (As on 14-12-2010)

| | | |
|--|---|------|
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| First Holder | : | |
| Portfolio Value | : | 0.00 |
| Ledger Balance | : | 0.00 |
| Total securities in the portfolio | : | 0.00 |

(Prices shown are as of 14-12-2010)

Account Details

| Narration | NSE | BSE | NSEFO | NSECD | Total |
|-----------------------|------|------|-------|-------|-----------------|
| LEDGER | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| LEDGER - UNCLEARED | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| PENDING - SETTLEMENTS | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Net Total | | | | | (0.00) |

Depository Details

| DPId | DPClientId | PayoutDP |
|----------|------------|----------|
| 13023400 | 1302340000 | Y |

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Client can view the other details also as shown below

Balance Enquiry - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://144.1.150.67/CustomerCare/BalanceEnquiry.aspx>

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Cash Market | **F & O** | Fund Transaction | Settings | LogOut | Welcome CLIENT NAME

Balance Enquiry | Open Position SOA | Change Password | Logout

Trade Confirmation | Client Bill

Average Analysis | Closing Rate

Closing Rate | STT Report ue : 0.00

Proforma Bill | DCN ice : 0.00

P&L Statement | Net Position ies in the portfolio : 0.00

Holding Statement

Portfolio Tracker

Ben Holding

Scrip Pending

DCN

Personal Holding Statement (As on 14-12-2010)

(Prices shown are as of 14-12-2010)

Account Details

| Narration | NSE | BSE | NSEFO | NSECD |
|-----------------------|------|------|-------|-------|
| LEDGER | 0.00 | 0.00 | 0.00 | 0.00 |
| LEDGER - UNCLEARED | 0.00 | 0.00 | 0.00 | 0.00 |
| PENDING - SETTLEMENTS | 0.00 | 0.00 | 0.00 | 0.00 |
| Net Total | | | | |

Depository Details

| DPId | DPClientId |
|----------|------------|
| 13023400 | 1302340000 |

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