



## ISS Enterprise Limited

(Erstwhile : ISE Securities & Services Ltd.)

**Corporate Office :** 6th Floor, 601, "Dakshna" Next to Raigad Bhavan, Sector - 11, CBD - Belapur, Navi Mumbai - 400 614, Tel : (022) 61829500, Fax : (022) 61829547, e-mail : helpdesk@iseindia.com  
Internet URL : <http://www.iseindia.com>, **Investor grievance e-mail :** invgrieviss@iseindia.com  
CIN : U67100MH2000PLC123707



Date: - 03<sup>rd</sup> February, 2020.

Ref.: 19-20/ ISS/ Compliance/ 7288 /HK.

To,

All Authorized Persons (AP's)

Dear Sir / Madam,

As per compliance requirement we have already sent emails regarding voice recording.

So we kindly request you to please keep evidence of client placing orders received on your mobile or landline as it is mandatory as per our circular. As per suggestions received from AP's we are planning to implement Voice Logger from our end. The onetime cost of implementation will be Rs.2,000 per Authorized Person(A.P) . There will be monthly recurring cost of Rs. 1,000 which will get further reduced once the A.P count reaches the nearest 50 figure. Each A.P will get 1,200 free minutes per month. Beyond free calls you will be charged @ 20 paise per 30 second pulse.

You can provide up to 2 numbers of your dealers where you want the client to call you or from where you want to make calls to client.

For your client only two numbers can be mapped of which one should be the registered number with us. When client calls from the primary registered number he will be directly connected to the any one of the two dealer phone mapped to him . If he calls from a number not registered in UCC then he will be prompted to enter a PIN to authenticate himself. Around 1,200 free calls will be provided per month

If you are interested kindly give your details as per below mentioned format.

AP Code	Name of Authorized Person	Trade Name of Authorised Person	Client Phone No.1	Client Phone No. 2	Dealer phone/Mobile- 1	Dealer phone/Mobile- 2

### Note:

If you want more than two numbers of your dealers to be mapped, then it will be charges extra @Rs.500 per extra telephone line. (As per Vendor, there are some technical issues involved whereby it may not possible to map more than 2 numbers of your dealer)

The two telephone lines can be in two different places across India

It is not currently possible to have more than 2 client numbers to be mapped.

P. Havi

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SEBI Registration No. INZ000157633

Registered Office : International Infotech Park, Tower No. 7, 5th Floor, Sector - 30, Vashi, Navi Mumbai - 400 703. Tel. : (022) 2781 2056

Option-2: If you want a separate number exclusively for yourself ,there will be an extra cost of Rs.1,500 per month. If you want a vanity/fancy number, then it will be charged separately. Whatever number allotted to you can be transferred to your name in future if needed. In this the outward number from where your dealer will call will be the same as that of rest of members.

Option-3: If you want a separate outward number also in addition to option-2 then that plan is Rs. 3,400 per month where you will get free calls worth 2500 minutes / month.

After free Calls in any of the above options you will be charged @20 paise per 30 seconds

If you are not interested for above, you have to submit evidence of client placing pre-orders on weekly basis as below:

Voice recording or scan copy of Physical order slip or email saved as pdf to be placed on any Online drive like Google drive or Drop box or Pcloud and provide the share link to us.

Please note that any penalty levied by exchange for want of pre-trade confirmation or client dispute will have to be borne by the Authorized Person.

Regards



P Hari Krishnan ( Chief Executive Officer )

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