

## FAQ on SMS & Email based trade alerts facility for Investors

### 1) What is the SMS/Email alert facility provided by NSE to investors?

In a move to check unauthorized stock market trades through investor accounts, NSE sends SMS/Email alerts to retail investors for their transactions on days they have traded.

- Facility is absolutely FREE of cost
- Alerts are sent after end of market hours
- Facility is provided for trades done on NSE only
- Facility covers Cash Equity, Equity Derivatives, Currency Derivatives & Debt segment
- Alerts are provided only on days when investor trades on NSE

### 2) What should investors do to activate SMS/Email based trade alerts?

Investors should ensure that they share their email/mobile number (Indian Mobile number only) with their Stock broker. They should further verify that their stock broker has updated the same on NSE records. Whenever there is a change in the mobile/email of investors, they should contact their stock broker for updating the latest information in NSE's records.

### 3) When will this facility get activated?

The trade alerts facility gets activated once the Stock broker updates an investor's mobile number/email ID on NSE's records. Investors initially receive a welcome SMS/Email on the registered mobile number/email id. The investor will start receiving trade alerts after 7 working days from the date on which the investor has received the welcome SMS/Email.

### 4) What kind of information is provided in the SMS/Email?

**SMS:** Segment wise total traded value is provided consolidated on the basis of mobile number.

**Email:** Detailed transactional information containing the price and quantity bought and/or sold is provided. The trade data is consolidated in PDF files on the basis of PAN and sent together to the email id.

**It has been observed that certain families provide a single mobile / email for all accounts of the family. Assuming such a case of 3 family members (3 PANs) who have traded as given below, but have provided the same mobile number and email id:**

Segment	PAN	Mobile	Email	Value Traded
CM	AAAAA1111A	9999999999	<a href="mailto:abc@xyz.com">abc@xyz.com</a>	100
CM	BBBBB2222B	9999999999	<a href="mailto:abc@xyz.com">abc@xyz.com</a>	100
CM	CCCCC3333C	9999999999	<a href="mailto:abc@xyz.com">abc@xyz.com</a>	100
F&O	AAAAA1111A	9999999999	<a href="mailto:abc@xyz.com">abc@xyz.com</a>	200

The SMS / Email will be sent to the above provided single mobile & email as follows:

- 1 SMS will be sent on 9999999999 with total value displayed as Rs 300 for CM segment & Rs 200 for F&O segment.
- 3 emails (1 per PAN) will be sent to [abc@xyz.com](mailto:abc@xyz.com) with a PDF attachment for PAN wise trades.

For any queries please contact [uci@nse.co.in](mailto:uci@nse.co.in) or 1800 22 0051(option 5 –UCI & Trade alerts)

**5) What is the procedure to open the Trade alerts received through Email?**

Investor will receive Email which contains PDF attachment of trading transaction. Please follow the procedure given below for opening the attachment:

1. Click on the attachment provided with the mail
2. You will be prompted for your password.
3. The password is your PAN number in upper case (CAPITAL letters).
4. Please check the first 3 letters of PAN provided in the mail attachment, to avoid mistakes

**6) What should an investor do, if he/she receives a welcome message although he/she has not registered with any stock broker (i.e. by mistake)**

An investor may receive a welcome message by mistake if another investor/stock broker has mistakenly updated incorrect email/mobile number in NSE's records. To handle such situations, the welcome email/SMS has a facility to indicate the mistake. In case of email, a deactivation link is provided to be clicked by the investor and in case of SMS, investor can reply back through SMS.

**7) What if an investor clicks on deactivation link received in welcome email by mistake?**

When an investor clicks on the deactivation link, the facility for SMS and email alerts gets deactivated. If the investor has done this by mistake, then he needs to send a request for reactivation of this facility along with his details viz. PAN, registered mobile number and email id to [uci@nse.co.in](mailto:uci@nse.co.in)

**8) What should investors do if they receive SMS/Email alert for trades not authorised by them?**

In such cases investors should immediately take up the matter with their stock broker for clarification. If the investor is not satisfied with the explanation, they can take up the matter with NSE's Investor Services Cell (ISC) by contacting 022-26754312 / 1800220058 or [ignse@nse.co.in](mailto:ignse@nse.co.in)

**9) Can an investor choose not to receive trade alerts?**

As directed by SEBI, NSE will mandatorily send SMS/Email alerts after end of trading hours to all the retail clients who have traded that day and whose mobile number and/or email address has been updated by the trading members on NSE's records.

**10) What should an investor do if he/she has not received Trade Alerts?**

An investor may not receive trade alerts due to the following reasons:

- He/She has not traded on NSE that day
- He/She has not provided mobile number/email id to stock broker
- The Stock broker has not updated NSE's records with correct mobile number/email id
- Investor's mobile/email has been updated less than 7 working days ago
- The email box is full at investors end
- Investor's mobile is out of coverage area when attempts are being made to deliver SMS

If all the above possibilities of failure have been verified and still investor has not received alerts; kindly email us on [uci@nse.co.in](mailto:uci@nse.co.in) with your registered Email ID, mobile number and PAN number mentioning your exact query.