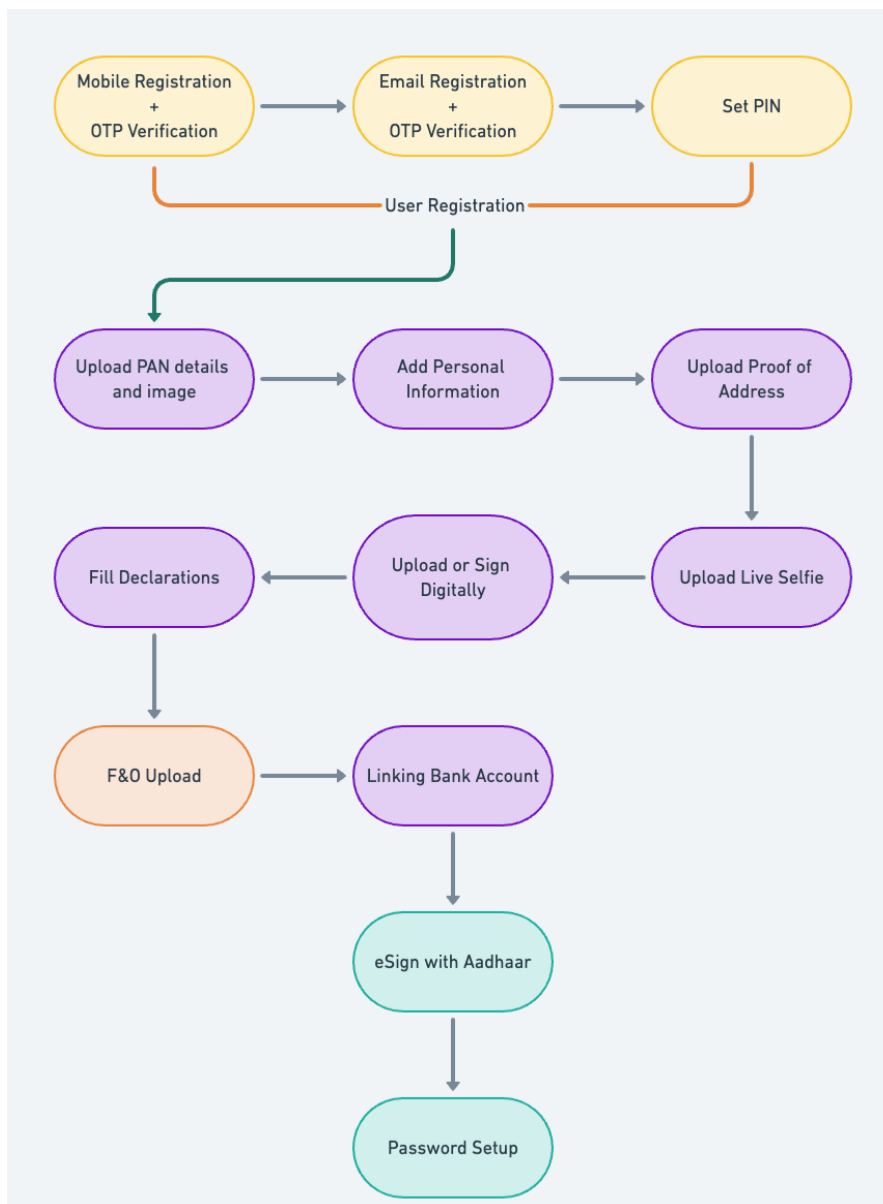


## Millions Account Opening Process

### Individual Online Customer:

Raise Securities Private Limited hereinafter referred to as Millions offers online trading accounts to individual retail customers.

Steps to open an online account on Millions:



- Go to the Millions website or download Millions Mobile App on Android or iOS.

- Click on the [Open Demat Account](#) tab on the home page.
- Verify the Mobile Number and Email Address by entering the OTP received.
- Set a 6-digit PIN for your account.
- Enter your PAN Card number and Date of Birth.
- Upload your Address via Digilocker or document upload.
- Upload copy of your PAN Card.
- Enter your Personal Information - Date of Birth / Gender / Marital Status / Relative's Name (Father or Spouse)
- Hold the camera as instructed and the live selfie will be captured automatically.
- Upload a photo of your signature or sign digitally on your mobile device.
- Fill up the Account Declarations - add your Annual Income, Profession and Trading Experience.
- If you want to activate Future & Option, you can upload your income proof.
- Enter the Bank Account details like IFS Code and Account Number. Millions will send you Re. 1 to verify your bank account.
- On the E-sign page, enter the Aadhar number and verify it by the OTP sent on your mobile number.
- You can then set a password for your Millions account.
- Account opening process is now completed at your end.
- Millions Team will verify and process your KYC.

## **FILING A COMPLAINT WITH MILLIONS: A STEP-BY-STEP GUIDE**

**1. Submit a Complaint via Email to [grievance@millionshq.com](mailto:grievance@millionshq.com)** To initiate a complaint, kindly send an email to our team at [grievance@millionshq.com](mailto:grievance@millionshq.com) for stock broking service related complaints and for complaints related to depository services, ensuring that the email originates from your registered email address. Within your email, furnish us with a concise yet comprehensive detail of your grievance, including any pertinent supporting documents or evidence.

### **2. Complaint Assessment**

Once we receive your email, our team will promptly assess your complaint and initiate the resolution process. You will receive an email confirmation acknowledging the successful receipt of your complaint. In case you require the ticket number the same can be requested for, in the email.

### **3. Track Your Complaint**

To stay updated on the status of your complaint, you have two options:

- a. Call Us: Feel free to contact our dedicated customer service team on 9987763000. They will provide you with the latest information on the progress of your complaint.
- b. Email Us: Alternatively, you can email us at [help@millionshq.com](mailto:help@millionshq.com) to inquire about the status of your complaint.

### **4. Resolution**

Our experienced team of professionals will work diligently to investigate and resolve your complaint in a timely manner. While the specific time required for resolution may vary depending on the complexity of the issue, rest assured that we are committed to providing you with a fair and satisfactory resolution.

In case you are still aggrieved with the resolution provided by our team you may reach file a complaint with SEBI on <https://scores.sebi.gov.in/> or on SMART ODR <https://smartodr.in/login>

**FILING A COMPLAINT WITH MILLIONS : FLOWCHART**

