

## **Procedure for Transactions Using Secured Texting (TRUST)**

### **Registration for TRUST**

- a. The DP shall receive a duly filled and signed TRUST Registration form (TRUST Form) in prescribed format or a letter containing all details as specified in the TRUST FORM from the BO desirous of availing service of execution of transactions through SMS. The DP may also receive registration request for TRUST at the time of account opening through Account Opening Form or through such means as may be specified by CDSL. If for some reason the TRUST request for an account fails, the account would be opened without the activation of TRUST facility
- b. The DP shall verify signatures of account holder(s) on the TRUST FORM with signature(s) captured in the CDAS system.
- c. The DP shall check that the mobile number for TRUST facility and SMS alert (SMART) facility is same, if the BO has already been registered for SMART. The DP will then register the said BO ID for TRUST in CDSL system. If the BO is not registered for SMART, the DP shall register him for SMART and TRUST. If the mobile number provided for TRUST is different from the mobile number recorded for SMART, the new mobile number would be updated for SMART as well as TRUST.
- d. The BO has an option to register the eligible clearing members (i.e. those clearing members in whose favour the BO would be delivering securities from his demat account) by providing Clearing Member Name and Stock Exchange details at the time of TRUST registration or at any later date.
- e. The BO who has opted for TRUST can choose to submit Power of Attorney or continue to have the Power of Attorney registered, as the case may be. A POA holder cannot apply for TRUST facility.
- f. After registration of the BO by the DP, the BO will receive a clear text message requesting the BO to download the TRUST application as well as a responsive message on the registered mobile number.
- g. On receipt of positive confirmation from the BO through SMS, the TRUST registration process will be complete and the BO will receive a final confirmation about the successful registration through an informative SMS.
- h. The BO will not be registered for TRUST till a positive confirmation is received by the depository from the BO.
- i. In the event of failure of registration for TRUST, the mobile number of the BO would continue to be registered for SMART.
- j. On receipt of negative confirmation from the BO or non-receipt of positive confirmation within the specified time period, the depository will reject the TRUST registration request and the BO will be informed through an informative SMS about such rejection.
- k. In case of registration of clearing member for TRUST, an informative message will be sent to the BO.
- l. In case a BO registers for, both, TRUST as well as CM registration and the BO TRUST registration fails, then the CM TRUST registration will also fail and an informative message will be sent to the BO.

### **Modification of mobile number registered for TRUST**

- a. On receipt of a request for modification of mobile number from a BO registered for TRUST, the DP shall enter the modification of mobile number. The system will send an informative message about de-registration on old mobile number followed by a responsive message for registration on new mobile number.
- b. The modification for SMS registration will be executed independent of the status of TRUST registration for the new mobile number.

### **Cancellation of TRUST registration**

- a. The BO can cancel its TRUST registration or can de-register a mapped clearing member pertaining to a Stock Exchange using TRUST (mobile application) or by any other mode as informed by CDSL from time to time.
- b. If a BO cancels its TRUST registration for a BOID, all the CMs registered for TRUST through that BOID will stand de-registered.
- c. Alternatively, the DP shall receive a duly filled and signed Deregistration form or a letter containing all details as specified in the Deregistration form from the BO requesting de-registration.
- d. The DP shall verify signatures of account holder(s) on the TRUST De-registration form with signature(s) captured in the CDAS system.
- e. The DP shall enter the De-registration request in the CDSL system.
- f. The BO will receive a responsive message on the registered mobile number.
- g. On receipt of positive confirmation from the BO through SMS or non-receipt of response within specified time period, the de-registration process will be completed and the BO will receive informative message about the successful deregistration.
- h. The BO will continue to be treated as registered for TRUST till the expiry of the message or positive confirmation is received from the BO.
- i. On receipt of negative confirmation from the BO, the CDSL system will reject the de-registration and the BO will continue to be registered for TRUST. The BO will be informed about the cancellation of de-registration through an informative message.
- j. Similar procedure will be followed for de-registration of a mapped clearing member for a particular BOID.