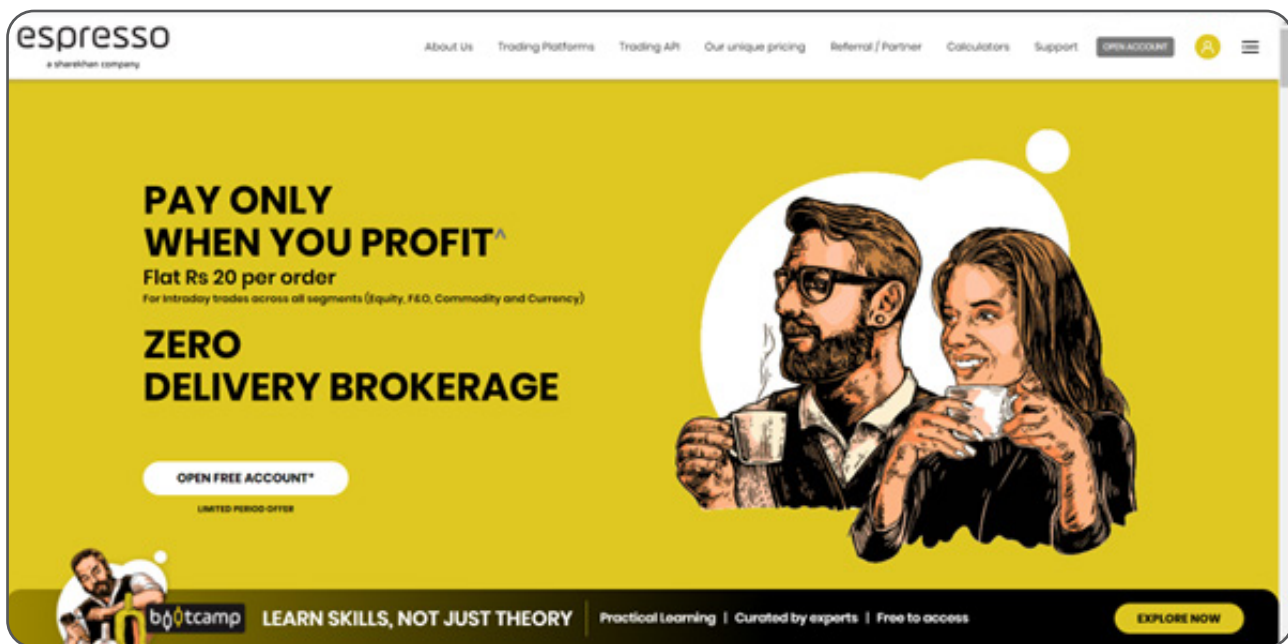


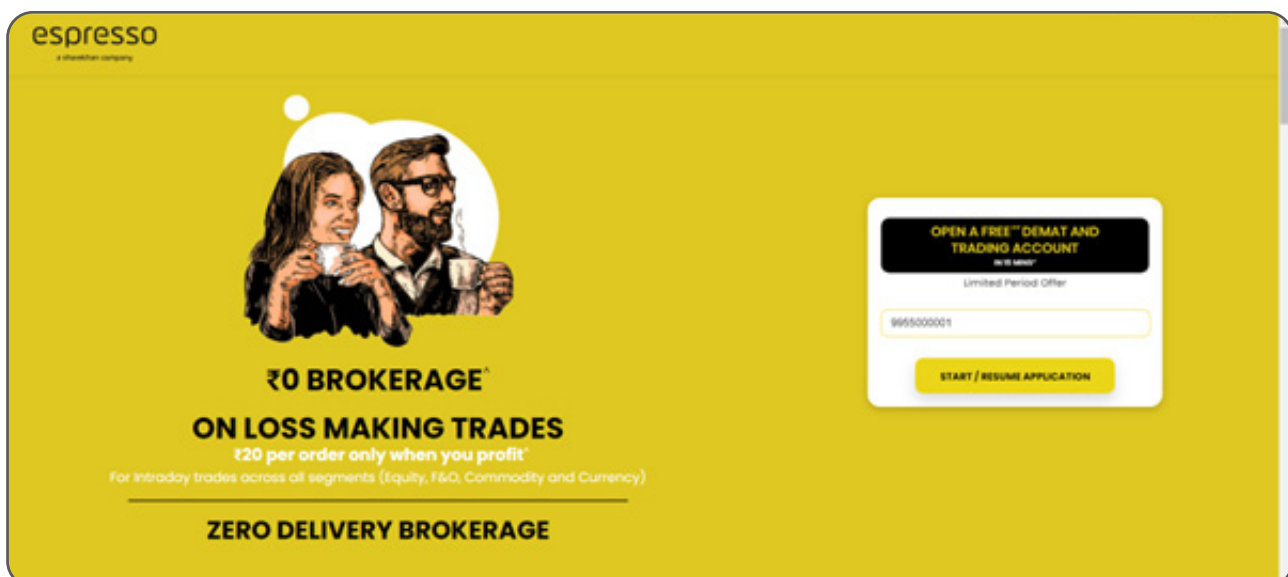
Account Opening Flow at Espresso – Do-It-Yourself (DIY) Mode

This document combines a detailed, step-by-step write-up on the procedure to open an Espresso account via the **Do-It-Yourself (DIY) mode** along with a flowchart of the steps.

1. The potential customer visits the Espresso website www.myespresso.com and clicks on the **OPEN ACCOUNT** button on the top-right of the screen.



2. This directs them to the Do-It-Yourself (DIY) account-opening journey landing page, where they have to enter the following details:
 - A. Mobile Number



- B. OTP

3. Once Mobile number is entered, the potential clicks on **START**. Mobile number verification is done at this stage via a One-time Password (OTP) sent on their mobile number.

The screenshot shows the Espresso mobile app interface. On the left, there is a promotional banner with the Espresso logo at the top left. The banner features an illustration of a man and a woman drinking coffee. Below the illustration, the text reads: **₹0 BROKERAGE ON LOSS MAKING TRADES**, *₹20 per order only when you profit**, *For Intraday trades across all segments (Equity, F&O, Commodity and Currency)*, and **ZERO DELIVERY BROKERAGE**. On the right side of the screen, there is a white registration box. At the top of this box is a black button that says "OPEN A FREE* DEMAT AND TRADING ACCOUNT". Below this is a "Limited Period Offer" section. It contains a grey input field with the number "9955000001", a yellow input field with the number "1247908", and a timer that says "54 seconds". At the bottom of the box are two yellow buttons: "RESEND OTP" and "CONTINUE".

4. Post validation of OTP, the potential lands on a webpage where they need enter their Full Name, City and Email ID.

The screenshot shows the Espresso mobile app interface, similar to the previous one but with a different registration form. The promotional banner on the left is identical. The registration box on the right is white and contains a black button at the top that says "OPEN A FREE* DEMAT AND TRADING ACCOUNT". Below this is a "Limited Period Offer" section. It contains three input fields: "Enter Full Name", "Enter Your City", and "Verify Email with Google" (which includes a Google logo). Below these is a "OR" option and an "Enter Email ID" input field. At the bottom of the box is a yellow button that says "CONTINUE". At the very bottom of the screen, there is a grey bar with the text "Pay Only When You Profit^" and a small disclaimer below it: "When you have multiple buy/sell orders of the same stock/contract, the average buy/sell market price of the open position would be taken at the time of square-off as the base to calculate whether".

5. Once these are entered, the potential clicks on **CONTINUE**.
6. The potential lands on a webpage where they need to proceed step-by-step through 4 stages. These stages can be seen in the form of tabs by the potential on their screens as well; they are:
- PAN & Bank
 - Uploads
 - Other Information
 - E-Sign

PAN & BANK tab

7. On the **PAN & BANK** tab, the potential enters the following details:

- PAN
- Date of Birth
- IFSC Code of the Bank Branch
- Bank Account Number
- If they are known by any other name (Optional)

The screenshot shows the 'PAN & Bank' tab selected among four options: PAN & Bank, Uploads, Other info, and E-Sign. The 'PAN Details' section contains two input fields for PAN and Date of Birth, both masked with 'XXXXXXXX'. A checkbox labeled 'I am not known by any other name' is checked. The 'Bank Details' section features a search bar with 'XXXXXXXX' and a magnifying glass icon, with the text 'Search for IFSC Code' below it. To the right, the bank name 'STATE BANK OF INDIA, DWARAKA NAGAR' is displayed. Below this is an input field for the account number, masked with 'XXXXXXXX' and a green checkmark. At the bottom, a checkbox labeled 'I agree to the Terms & Conditions' is checked. A yellow button labeled 'SAVE AND CONTINUE' with a right arrow is at the bottom right.

8. The potential has to then click on a tickbox to agree to the **Terms & Conditions**. Next, they have to click on **SAVE AND CONTINUE** to proceed to the next tab.

UPLOADS tab

9. On the **UPLOADS** tab, the potential is required to upload the following documents as part of the account-opening journey:

- Address Proof: Can choose 1 of 2 options:
 - DigiLocker process, where data is auto-fetched from the UIDAI site.
 - Manual Address Proof upload, where the potential needs to enter address details and upload 1 of these documents: Driving Licence / Passport / Voter ID.
- PAN Card: If the potential has saved PAN document in their DigiLocker, then system will auto-fetch the digital PAN. Else, PAN Card to be uploaded manually.
- Bank Proof: Our system runs a Penny Drop Verification of the potential's bank account. If the Penny Drop fails, the potential needs to upload Bank Proof.
- Income Proof (only to activate the F&O segment): Upload 1 of the following:
 - Last 6 months' Bank Statement
 - Last 3 months' Salary slips
 - Latest Income Tax Return statement
 - Latest Form 16
 - Latest Net Worth Certification

- Signature: Draw the signature on screen (in case of DIY journey via smartphone) or upload signature.
- Take Selfie: Liveliness check is captured via a Selfie.

Important Note

In case of non-DigiLocker DIY journey, the potential has to click the **IN-PERSON VERIFICATION** button, which requires the potential to handwrite and display on screen a system-generated unique code and click on **RECORD** (whereupon a video of 10 seconds starts recording).

If the potential is aged 70 years or above, the in-person verification process is mandatory, irrespective of DigiLocker-enabled DIY journey.

The screenshot displays the 'Upload Documents' interface. At the top, there's a navigation bar with icons for 'PAN & Bank', 'Uploads', 'Other Info', and 'E-Sign'. The main section is titled 'Upload Documents'. It contains several document upload options: 'Address Proof' (with a 'START' button), 'PAN Card' (with an 'UPLOAD' button), 'Your Signature' (with 'Draw' and 'Upload' options), 'Bank Proof' (with an 'UPLOAD' button), 'Take Selfie' (with a 'TAKE SELFIE' button), and 'Video Verification' (with a 'START' button). Below these is the 'Other Documents (Optional)' section, which includes 'Income Proof' and 'Additional Document', each with a 'SELECT' button. At the bottom of the screen is a 'SAVE AND CONTINUE' button with a right-pointing arrow.

10. The potential then clicks on the **SAVE AND CONTINUE** button to proceed to the next tab.

OTHER INFORMATION tab

11. On the **OTHER INFORMATION** tab, the potential is required to enter certain mandated personal details:
- Sex
 - Marital status
 - Father's Name as per PAN or Aadhaar
 - Income details:
 - Annual Income
 - Proposed investment with Espresso
 - Income Source
 - City
 - Experience and Occupational details:
 - Occupation
 - Number of years of trading experience
 - The potential is required to specify if they are the Ultimate Beneficiary Owner of any listed company or Senior Managing Officer of any company

The screenshot shows a mobile application interface for the 'Other info' tab. At the top, there are four icons: 'PAN & Bank' (with a green checkmark), 'Uploads' (with a green checkmark), 'Other info' (highlighted with a yellow border and a yellow icon), and 'E-Sign' (with a yellow icon). Below the icons, the form is divided into three sections:

- Personal Details**: Contains three dropdown menus. The first is set to 'MALE', the second to 'MARRIED', and the third is a text field containing 'Arvind'.
- Experience and Occupation**: Contains two dropdown menus. The first is set to '5-10 YEARS' and the second is set to 'STUDENT'.
- Income and Other Details**: Contains three dropdown menus. The first is set to '5 - 10 LAKHS', the second to 'UPTO 10 LACS', and the third is set to 'SALARY'. Below these is a text field containing 'Mumbai'.

- Nominee details: Up to 3 Nominees can be added

←

Nominee Details

You can add maximum 3 nominees and the cumulative share % of the nominee/s should be 100%

Nominee 1

Delete

XXXXX XXXXXX

Spouse

XXXXX XXXXXX

4321

Percentage share of the nominee

☒ Percentage
☐ Distribute equally

100

XXXX@XXXXXX

XXXXXXXXXX

Address of the Nominee

☒ Same as customer

XXXXXXXXXX

Add Nominee - (Max 3 allowed)

SAVE AND CONTINUE →

- Other details (Optional):
 - Mother's name
 - Net worth
 - Net worth as on what date
 - Occupation and name & address of employer
 - Country

Other Details (Optional)

Deepa

90000000

05/05/2022

Should not be older than 1 year

Espresso Ltd

Lodha complex, 10th floor, Kanjurmarg East, Mumbai - 400058

India

SAVE AND CONTINUE →

12. The potential then clicks on the **SAVE AND CONTINUE** button to proceed to the next tab.

E-SIGN tab


13. The **E-SIGN** tab displays a summary of the details entered by the potential, such as:


- Name
- Email ID
- Mobile number
- Bank details


The potential has to verify their Email ID via an OTP sent on their Email ID.


The screenshot shows a web interface with a progress bar at the top containing four tabs: 'PAN & Bank', 'Uploads', 'Other info', and 'E-Sign'. The 'E-Sign' tab is active and highlighted. Below the progress bar, a green checkmark icon is followed by the text 'Success! Email Verified Successfully'. Underneath, a summary box displays the following information: 'Name: XXXXXXXXXX XXXXXXXXXX', 'Email: XXXXX@XXXX' with a green checkmark and the word 'VERIFIED' below it, 'Mobile: XXXXXXXXXX' with a green checkmark and the word 'VERIFIED' below it, and 'Bank Details' followed by 'XXXXXXXXXX XXXXXXXXXX XX XX' and 'XXXX XXXXX'. At the bottom right of the summary box, there is a yellow button with the text 'I HEREBY CONFIRM ALL THE DETAILS' and a right-pointing arrow.

14. Post email verification, the potential clicks on the **I HEREBY CONFIRM ALL THE DETAILS** button, whereupon the Risk Disclosure Document (RDD) is sent to their verified email ID.
15. The potential has to conduct two E-Signature steps – **KYC E-Sign** and **KRA E-Sign**
- A. **KYC E-Sign Process:** A PDF is generated by the system that specifies the details of the potential, which can be E-Signed by the potential through the NSDL site using Aadhaar verification via OTP. Once done, the potential clicks on the **PROCEED WITH KYC E-SIGN** button.

PAN & Bank


Uploads

Other info


E-Sign

← E-Sign

To successfully finish the account opening procedure, let's proceed to e-Sign your submission.


[Download Application PDF](#)

PROCEED WITH KYC E-SIGN →




Espresso Limited has requested to Digitally sign the document
Transaction ID: UKC:eSign:4748:20230406123011816 dated 2023-04-06T18:00:11

Please click on the checkbox and enter Aadhaar/Virtual ID



☒ I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to –

1. Use my Aadhaar / Virtual ID details (as applicable) **e-Sign Account Opening, CMC, etc.** for/with **Sharekhan Limited** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **e-Sign Account Opening, CMC, etc.** for/with Espresso Limited.
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

VID/Aadhaar: 

SEND OTP

CANCEL

 NSDL e-Gov is now 

[Click Here to generate Virtual ID.](#) [Download Instructions to generate Virtual ID in lieu of Aadhaar.](#)

B. KRA E-Sign Process: The potential is once again redirected to the NSDL site, where they can proceed to use Aadhaar verification via OTP. Once done, the E-Signature process is completed.

KRA E-Sign

To successfully finish the account opening procedure, let's proceed to E-Sign your submission.

PROCEED WITH KRA E-SIGN →



Espresso Limited has requested to Digitally sign the document
Transaction ID: UKC:eSign:4748:20230406123011816 dated 2023-04-06T18:00:11

Please click on the checkbox and enter Aadhaar/Virtual ID

☒ I hereby authorize Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited) to –

1. Use my Aadhaar / Virtual ID details (as applicable) **e-Sign Account Opening, CMC, etc.** for/with **Sharekhan Limited** and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder and for no other purpose.
2. Authenticate my Aadhaar / Virtual ID through OTP or Biometric for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI and use my Photo and Demographic details (Name, Gender, Date of Birth and Address) **e-Sign Account Opening, CMC, etc.** for/with Espresso Limited.
3. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Limited and the data will be stored by Protean eGov Technologies Limited till such time as mentioned in guidelines from UIDAI from time to time.

VID/Aadhaar:

SEND OTP

CANCEL



[Click Here to generate Virtual ID.](#) [Download Instructions to generate Virtual ID in lieu of Aadhaar.](#)

16. The DIY journey now displays the application status of the potential, along with the Form Number and completion stage of the application.



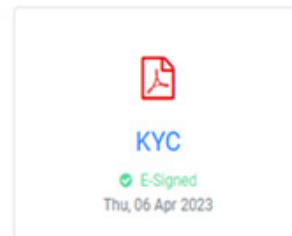
The account-opening process is now done from your end and we've started verification, which takes a few minutes. Once done successfully, you'll receive Login ID & Password on your regd. email ID & mobile no.

Application Status

Form No. 63790

- New
Thu, 06 April 2023, 03:50 PM
- Form submitted
Thu, 06 April 2023, 06:05 PM
- All Set! You are ready to trade!

Attachments



Last Steps

1. Post successful verification by Espresso's backend teams, the account is opened and the potential receives the Espresso Welcome Kit, Trading ID and Password in a secure email on their Registered Email ID.
2. The Unique Client Code (UCC) being generated is the last step. The potential is now an Espresso customer and can start trading.