

Policy on Protection of Investors from Unauthorised Schemes and Impersonation Frauds

Objective

This policy aims to safeguard investors from unauthorized schemes, fraudulent activities, and impersonation—including misuse of the broker’s brand name, logo, employee identity, or any other representation on social media, messaging platforms, or third-party websites.

Scope

This policy applies to:

All investors and clients interacting with M/s Zanskar Securities Pvt Ltd.

All employees and representatives of M/s Zanskar Securities Pvt Ltd.

All digital assets including websites, social media accounts, WhatsApp communications, and email communications purporting to represent M/s Zanskar Securities Pvt Ltd.

Common Fraudulent Practices:

Investors should be alert to the following red flags:

1. Schemes or tips promising guaranteed or fixed returns
2. Payment requests made via unofficial UPI IDs or personal accounts
3. Unverified social media groups (Telegram, WhatsApp, Instagram, Facebook) using our brand name/logo
4. Individuals impersonating employees or executives of [Broker Name] offering exclusive access to products, IPOs, or trading strategies
5. Fake websites or mobile apps mimicking our platform interface

Preventive Measures:

Official Communication Channels

All client communications will be made only via:

- i. Our official website: <https://zanskarsec.com/>
- ii. Verified email: grievance@zanskarsec.com
- iii. Verified SMS headers
- iv. Official mobile app published on Play Store / App Store
- v. Verified social media handles (mentioned on our website)

No Investment Advice:



We do not provide stock tips, fixed return products, or portfolio management services (unless specifically licensed and disclosed).

Employee Identity Verification:

Clients are advised to verify the identity of anyone claiming to represent M/s Zanskar Securities Pvt Ltd. by writing to grievance@zanskarsec.com

Platform Security Features:

We implement 2FA (Two-Factor Authentication), login alerts, and IP/device monitoring to protect investor accounts.

Action Taken on Detection of Fraud or Impersonation

Upon detecting or being notified of any impersonation or fraudulent activity involving the misuse of our brand:

- i. Immediate Reporting to the platform (Facebook, Instagram, Telegram, YouTube, etc.) for takedown
- ii. Filing Complaints with Cyber Crime Cell, CERT-In, and relevant authorities
- iii. Legal Notice or action under the IT Act and IPC for brand misuse or impersonation
- iv. Public Alert issued via our social media and website to warn investors
- v. Internal Risk Review and log update to improve future detection

Investor Responsibilities

Investors are advised to:

- i. Verify the authenticity of individuals and channels before acting on any advice or transferring funds.
- ii. Avoid sharing OTPs, passwords, or account credentials with anyone
- iii. Report any suspicious activity immediately to: grievance@zanskarsec.com

Disclaimer:

M/s Zanskar Securities Pvt Ltd. shall not be held responsible for losses incurred due to transactions carried out via unauthorised channels or platforms misusing our name. This policy is subject to change based on regulatory updates and emerging fraud trends.