**FX-Retail Customer Registration FAQs**

1. **How can a Customer register for the FX-Retail Platform?**

   A Customer can register by accessing the FX-Retail Registration link (https://www.fxretail.co.in/#/login). The link can also be accessed on the CCIL website www.ccilindia.com.

2. **Who can register as a Customer for the FX-Retail Platform?**

   Any Customer including Individuals, Corporates, Small and Medium enterprises (SMEs) etc can register for the FX-Retail platform. Presently, 29 Customer category types are available in the drop down of the Registration form. Please refer to the list of Customer Category available on the FX-Retail page of CCIL website www.ccilindia.com.

3. **What are the mandatory fields required in order to complete the Registration?**

   All the mandatory fields are indicated by an asterisk symbol (*) in the Customer Registration page.

4. **What does Customer Type mean?**

   Customer Type is the entity type of the Customer i.e. Partnership firm, Sole Proprietorship, Individual, NRI etc. At the time of registration, Customers should ensure that the Customer type selected at the time of FX-Retail registration matches with the details available with their Relationship bank in order to avoid delays/rejection in the registration process.

5. **Are there any documents which need to be uploaded at the time of registering for the FX-Retail Platform?**

   Yes, the Customer needs to upload a scan copy of the PAN Card in any of the following formats .jpg, .png and .pdf of size not more than 200 kb.

6. **Are there any charges for registration on the FX–Retail platform?**

   No charges for Individual, NRI, Hindu Undivided Family (HUF), Sole Proprietorship and Rs. 1000/- for Non-Individual (plus applicable GST). However, these are one time registration charges which are levied only at the time of first time registration and are not levied for Add Bank registrations.

7. **Do email id and mobile number of the customer need to be verified during the registration process?**

   Yes, the email id and mobile number needs to be verified during the registration process through an OTP.
8. What is meant by Relationship Bank?

“Relationship Bank” is a Bank registered on FX-Retail Platform and with whom the Customer holds an account relationship and is entitled to approve the registration of the Customer for providing access to the FX-Retail platform.

9. What is meant by Home branch?

Home branch is the branch where the Customer maintains the account with the Relationship Bank. Customer can search his home branch by with Branch Name or Branch IFSC ID

10. What is meant by Trading branch?

Trading branch is the branch created by the Relationship Bank in the FX-Retail platform to handle Trading related activity of customers.

11. How will the Customer know whether the Registration has been approved or rejected by the Relationship Bank?

The Customer will receive an email on his registered email id on approval or rejection by the Relationship bank. The customer can also check the status of the registration using the link sent to the email id.

12. Can the customer withdraw the registration before approval/rejection by the Relationship bank?

Yes. The customer can access the registration using the account status link sent to the email id and withdraw the registration.

13. Can the Customer re-apply or edit the details, in case the registration is rejected by the Relationship Bank?

Yes. The Customer can visit the Registration portal and click on “Like to resubmit the rejected request option”. A pop up message will be displayed prompting for Request reference number of the registration. On entering these details, the Registration details would be fetched for the purpose of editing.

14. Whom can the customer contact in case the registration is not approved or rejected by the Relationship bank?

The Customer can contact the respective Relationship bank or may contact FX Retail Support on the following contact details to know the status of Registration.
FX-Retail Support
Phone: 1800 266 2109 (Toll free) / +91 22 61546313
Email: supportfxretail@ccilindia.co.in

15. How will the Customer receive the user credentials after banks approve customer registration?

Post bank approval, the Customer will receive user credentials on the registered email id.

16. Are there any Terms and Conditions to be accepted by the Customer for the FX-Retail platform?

Yes. The Customer is required to accept the terms and conditions of Clearcorp (provider of FX-Retail Platform) and of Relationship Bank (in case bank has uploaded their Terms and conditions) on the FX-Retail platform.

17. What if Bank or Clearcorp revises the Terms and Conditions on the FX-Retail Platform in the future?

As and when the Terms & Conditions are revised by Clearcorp or Bank, the Customer is required to accept the revised Terms and Conditions, failing which order related activities would be restricted on the FX-Retail platform.

18. Can I add multiple Relationship Banks on the FX-Retail Platform?

The Customer can register for the FX-Retail platform by indicating a Relationship bank. Subsequently, the Customer can add further Relationship Banks as per his preference based on the approval by the added Relationship bank/s.

19. Which internet browsers support FX-Retail platform?

The FX-Retail platform is best viewed in the following browsers
   a. Chrome (version 45 and above)
   b. Firefox (version 55 and above)
   c. Internet Explorer (version 11 and above)

*** FX-Retail Support ***
Write to us on supportfxretail@ccilindia.co.in OR
Call us on 18002662109 (Toll Free) / 022-61546313