

FAQS

All your Questions answered in one place

Some of your Questions:

What is the minimum amount required for opening an account?

You can open an account with Rs: 10,000/=

How can I open an account with Tannu Securities Pvt Limited?

You can download online form our website or you can leave your contact information at our website and our representative will get back in touch with you soon

What is the minimum amount required for opening an account?

Tannu Securities Pvt Limited offers the most competitive rates in the industry; minimum commission is 2.5 paisa per share

How long will it take to open an account?

Subject to fulfillment of proper documentation, the account will be opened within three working days.

Which documents will be needed to open an online account?

The list of documents needed to open an account is: • Account Opening forms duly filled and signed
• Copies of CNIC of applicants and nominee • Cheque for minimum payment in favor of Tannu Securities Pvt Limited • Proof of employment/ business • Recent Utility Bill • Zakat Declaration Form on stamp paper of Rs.50/- (Optional) It is mandatory to courier the physical documents for account opening, electronic documents are not accepted.

Is there help available to understand the trading system?

Yes, our customer support officers are available from 9:00 AM till 5:00 PM from Monday to Friday (excluding public holidays). You may also send your queries at settlement@tannusecurities.com

.com during off hours and you will get our response within 24 hours depending upon the nature of your query

How can I submit funds for online trading?

You can submit a cheque; Demand Draft (DD) or Pay Order (PO) in favor of 'Tannu Securities Pvt Limited.' along with the account opening forms. As a policy, we do not accept any cash. You can also deposit cross cheque or transfer funds using internet banking directly in any of the following bank. Habib Metropolitan Bank Limited

Can I open an account with shares/securities?

Yes! You can open your account with shares, both Physical or in CDC With a minimum payment of Rs: 5,000/-

Can I have a demonstration of the software?

Yes! Please visit Installation Guide for the user manual.

Do you have a direct number for trading related calls?

Yes! Our numbers are mentioned

Do you provide trader assistance?

Yes, trader assistance is also available at a different commission structure

At what time can I place my orders?

You can place regular orders five days a week from Monday to Thursday (9.30 AM To 3.30 PM) and Friday (9.15 AM to 12.00 PM / 2.15 PM to 4.30 PM) during market hours

How do I transfer my account from another broker to Tannu Securities Pvt Limited?

To transfer your account to Tannu Securities Pvt Limited, you must first apply for account opening. Account opening forms are available at our website once the relevant documentation is complete, you can ask your existing broker to transfer your equity/shares to us. Please call our Help Desk for further details

How do you notify clients about their order executions?

Customers may view their order status directly by logging on to their online trading accounts or we send them the order confirmation through email and SMS containing details about their executed transactions

If I call in to place an order, does my regular commission apply?

We do not charge an extra fee to execute an order for you over the phone

How the orders are accepted, processed, settled and cleared via the internet?

There are various ways to place an order, you may use your Trading Terminal, Mobile trading. Whenever you will place order through online trading system, the message board view window shows the time and details of the order placement, cancellation and execution. We also show the status of order placement through pending order, update of custody balance in case of execution and cash balance accordingly. You can also view the details of outstanding orders as well executed transaction through your terminal

Is there any Alternate way order placement, in case of non-availability of systems?

In case of non-availability of internet connection or Terminals you can call us at 021-35141077

Can I cancel my outstanding (unexecuted) orders?

Yes, you may cancel your outstanding order through your All Trading channels (Software, Mobile) or you can call us at 021-35141077. Our representative will cancel order on your request after some formal verification. In case of non- availability of the system we will use our master KATS terminal for cancellation of orders

Is there a restriction to place any particular type of Order?

No, there is no restriction to place any particular type of Order

Can my account be refused to open?

Yes, Tannu Securities Pvt Limited reserves the right to refuse any account without assigning any reason