
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all members of the Exchange

Circular No. : NCDEX/MEMBERSHIP-012/2025

Date : April 15, 2025

Subject : New '1600' Phone number series to Combat Fraud and Enhance Investor Protection in the securities market

This is in reference to the SEBI Press release - PR No.20/2025 dated April 08, 2025, regarding "New '1600' Phone number series to Combat Fraud and Enhance Investor Protection in the securities market."

The aforementioned press release is as attached as Annexure I for ready reference.

All members are hereby requested to take a note of the same and take necessary actions.

For and on behalf of

National Commodity & Derivatives Exchange Limited

Kanti Pal

Assistant Vice President

Membership

For further information / clarifications, please contact

1. Customer Service Group on toll free number: 1800 26 62339
2. Customer Service Group by e-mail to : askus@ncdex.com

New '1600' Phone number series to Combat Fraud and Enhance Investor Protection in the securities market

In an effort to enhance investor protection and curb financial fraud, SEBI has advised its regulated/registered entities to comply with the latest guidelines by Telecom Regulatory Authority of India (TRAI). Specifically, all regulated/registered entities are advised to only use the '1600' phone number series exclusively for service and transactional voice calls to their existing customers.

Investors should note the new '1600' phone numbering series to easily identify and attend service and transactional calls from SEBI regulated/registered entities, thereby enhancing investor security and minimising the risk of fraud by unscrupulous entities using regular 10 digit numbers.

Any Unsolicited Commercial Communications (UCC) or suspected fraudulent activities can be reported by investors as under:

- i. In case of receiving spam or UCC, make a Do Not Disturb(DND) complaint through your telecom service provider's app or website (e.g., Airtel, Jio, Vi, MTNL, BSNL etc.), use the TRAI DND app, or call/SMS 1909.

- ii. In case of receiving suspected fraud communication, report to Chakshu Platform of Department of Telecommunications(<https://sancharsaathi.gov.in/sfc/>).
- iii. In case fraud has already happened, report the same to Cyber Crime helpline number 1930 or website www.cybercrime.gov.in .

Mumbai
April 08, 2025