

[FX-RETAIL Platform Step by Step guide for Customer Registration](#)

Customer need to access the FX-Retail registration link <https://www.fxretail.co.in> and click on **REGISTER HERE** button on the page.

****Note:** Kindly ensure that details filled at the time of Registration match with the information provided to your Relationship Bank in order to avoid delay in approval or rejection of the Registration by the Bank.

Click on 'Register Here' to go to Customer Registration Page

Click on 'Resubmit Application' to resubmit self-withdrawn, Withdrawn by system or Rejected by bank applications. Customers need not re-enter all the details for submission.

1: CUSTOMER PROFILE

The Customer Registration page starts with filling the Customer Profile details. Customer has to select the Customer Type from the dropdown list (out of 29 categories) available. In case of Non-individual category, the Customer profile requires the customer to enter all the mandatory fields (marked in asterisk*) which includes Entity name, PAN number, PAN image upload, Address etc.

Note: In case of Individual customers (viz Individual, NRI, Sole proprietor, HUF), the customer profile requires selection of appropriate customer type

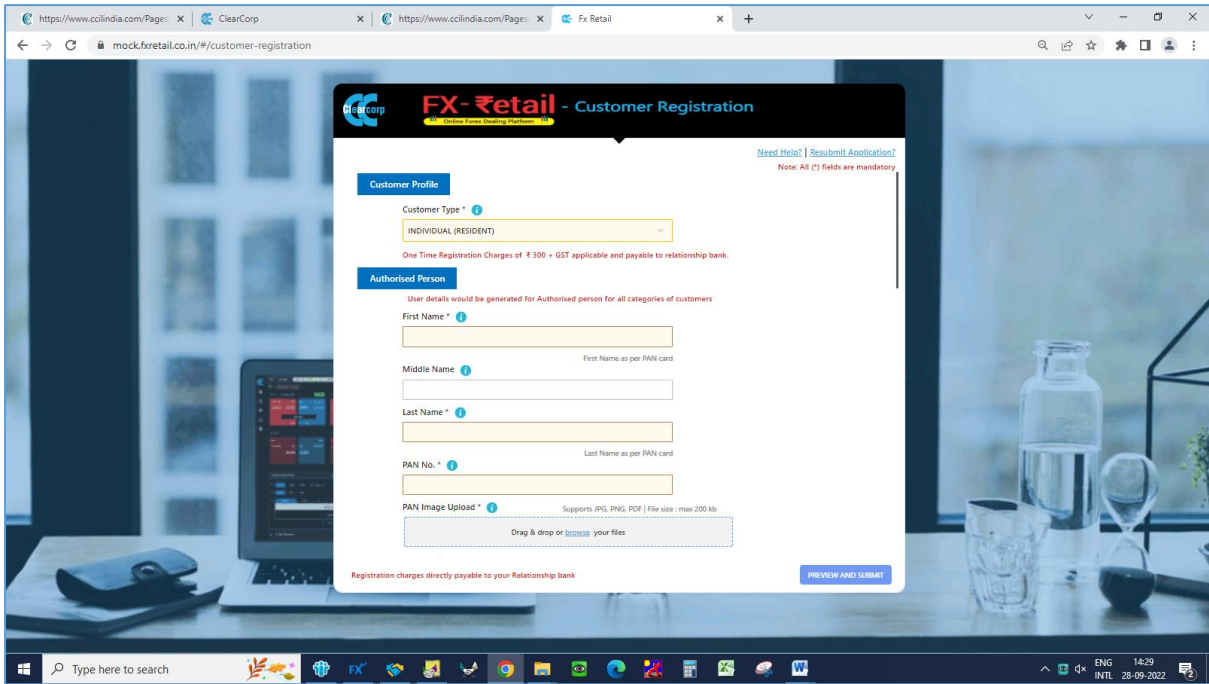


Fig 1. Registration page – Individual category

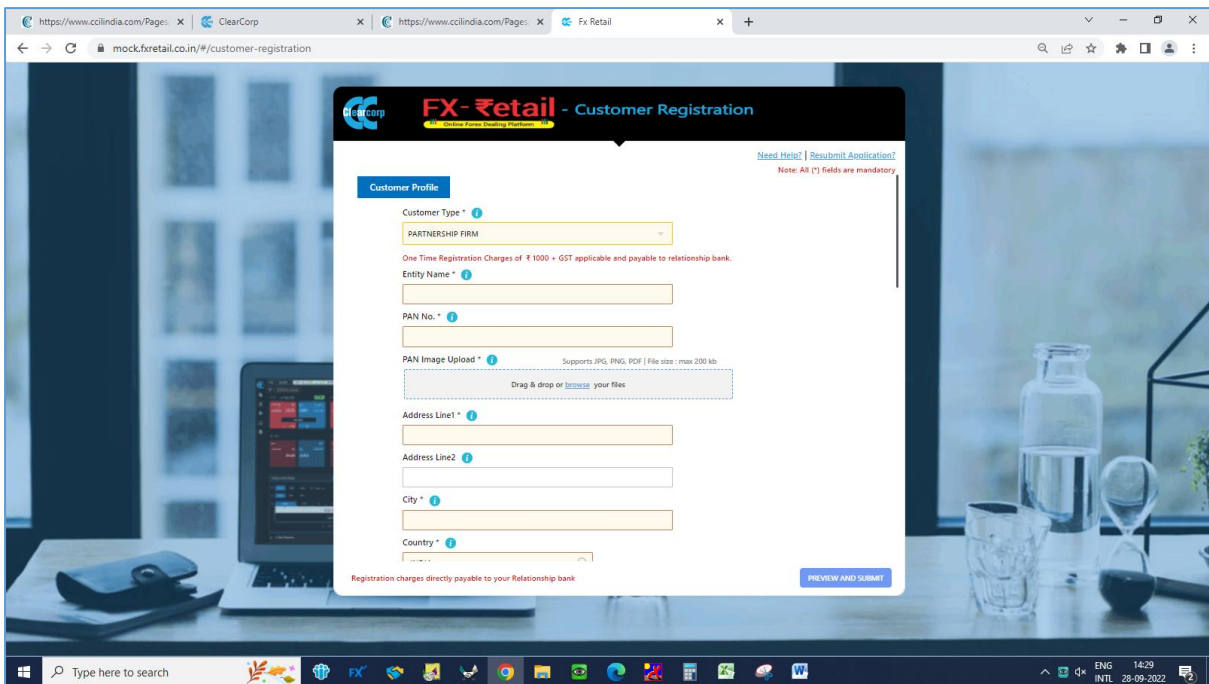


Fig 2. Registration page – Non-individual category

2. AUTHORISED PERSON

In this section, the customer has to enter the Authorised Person information. The user details would be created for the Authorised person for all customer categories. Customer has to click on Generate OTP (One-time password) to verify the Email id and Mobile number. Customers are advised to enter correct **Country Code (viz. 91 for India, 44 for UK) while inputting the mobile number**. The OTP received on the Email and Mobile needs to be entered in the OTP fields provided in the form.

Authorised Person

User details would be generated for Authorised person for all categories of customers

First Name * i

First Name as per PAN card

Middle Name i

Last Name * i

Last Name as per PAN card

PAN No. * i

PAN Image Upload * i Supports JPG, PNG, PDF | File size : max 200 kb

Drag & drop or [browse](#) your files

Email * i Skip OTP

Mobile * i Skip OTP

Registration charges directly payable to your Relationship bank

PREVIEW AND SUBMIT

Fig 3. Authorised person – Individual Category

Authorised Person

User details would be generated for Authorised person for all categories of customers

First Name * i

First Name as per PAN card

Middle Name i

Last Name * i

Last Name as per PAN card

Email * i Skip OTP

Mobile * i Skip OTP

DOB * i

Login Name * i

Registration charges directly payable to your Relationship bank

PREVIEW AND SUBMIT

Fig 3. Authorised Person – Non-Individual Category

3: BANK RELATIONSHIP

In this section, Customer has to select his Relationship Bank, Home Branch (the IFSC data) and enter the Bank Account Number. The Trading Branch will be assigned by the Relationship Bank.

Note: Home branch is the branch where the Customer maintains the account with the Relationship Bank.

The screenshot shows a form titled "Bank Relationship" with the following fields and elements:

- Bank Name *** (with an information icon) - Searchable text input field.
- Bank Account Number *** (with an information icon) - Text input field.
- Home Branch (IFSC/SWIFT) *** (with an information icon) - Searchable text input field.
- Home Branch Address** (with an information icon) - Text input field. Below it, a note says "Enter Swift code, if IFSC code is unavailable".
- Trading Branch (IFSC/SWIFT)** (with an information icon) - Searchable text input field. Below it, a note says "Your relationship bank will assign the trading branch".
- A checkbox with the text: "I/We have read, understood and accept the Terms and Conditions of Clearcorp".
- A red note at the bottom left: "Registration charges directly payable to your Relationship bank".
- A blue button at the bottom right: "PREVIEW AND SUBMIT".

Fig 4. Bank relationship Details

The customer needs to click the check box next to "I/We have read, understood and accept the Terms and Conditions of Clearcorp" and "I/We have read, understood and accept the Terms and Conditions of relationship bank" (in case bank has uploaded their Terms & Conditions) and then click on PREVIEW AND SUBMIT as indicated below.

Bank Relationship

Bank Name * i

Bank Account Number * i

Home Branch (IFSC/SWIFT) * i
 (SHIVAJI NAGAR)

Home Branch Address i

Registration charges directly payable to your Relationship bank

Trading Branch (IFSC/SWIFT) i

Your relationship bank will assign the trading branch

I/We have read, understood and accept the Terms and Conditions of Clearcorp
 I/We have read, understood and accept the Terms and Conditions of relationship bank

Registration charges directly payable to your Relationship bank

PREVIEW AND SUBMIT

Fig 5. Terms and Conditions

Customer can read and also can take PRINT before acceptance of the terms and conditions.

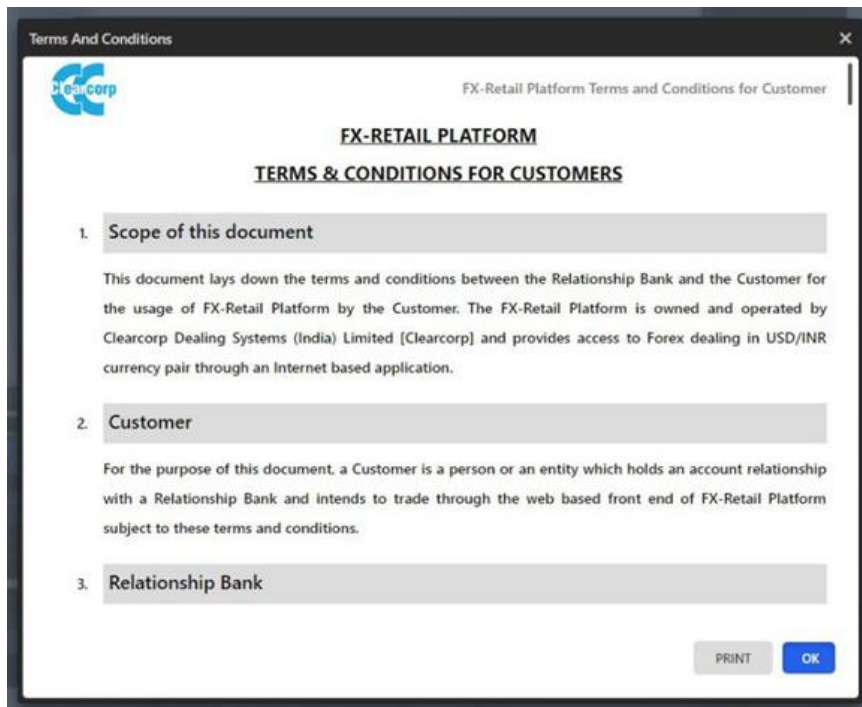


Fig 6. Terms and Conditions

Customer can preview the details by clicking on **Preview and Submit** option. A print option is also provided here. Post submission, Customer would receive a confirmation mail with a reference number.

Customer Profile	Authorised Person	Bank Relationship
Customer Type * PARTNERSHIP FIRM	First Name * SAJITHA	Bank Name * INDIA POST PAYMENTS BANK LIMITED
Entity Name * ABC CONSULTANTS	Middle Name	Bank Account Number * 12345
PAN No. * ABCDE1234U	Last Name * MENON	Home Branch (IFSC/SWIFT) * ZSBL0000361
Address Line1 * ABC ROAD	Email * supportforretail51@cclindia.co.in	Home Branch Address GROUND FLOOR: D.NO 65 3RT, VJAYANAGAR COLONY MAIN ROAD, VJAYANAGAR COLONY, HYDERABAD, TELANGANA 500057
Address Line2	Mobile * 91 9999999999	Trading Branch (IFSC/SWIFT)
City * MUMBAI	DOB * 24-Feb-1980	Your relationship bank will assign the trading branch
Country * INDIA	Login Name * sajitha	
State * Maharashtra		
Pincode * 400067		
GSTIN & State Code		
Legal Entity Identifier		
LEI Expiry Date		

Fig 7. Preview and Submit

Post successful submission of the registration; user would get following confirmation page with application request number

Thank you for registering with us!!
Your application request CRR/PT/000022 has been submitted to your relationship bank and it is now being reviewed.

[VIEW REGISTRATION DETAILS](#)

1 Registration
Your request has been successfully submitted and pending for bank approval

2 Approval
You will receive an email confirmation along with the login credentials, once your request is verified and approved

3 Trading Activation
You will be able to login to the platform once trading rights are activated

Fig 8. Registration submission

Note: The details shall be forwarded to the relationship bank for approval. On approval, the customer shall receive the user details on the registered email id. The email would also contain a link to the trading platform.

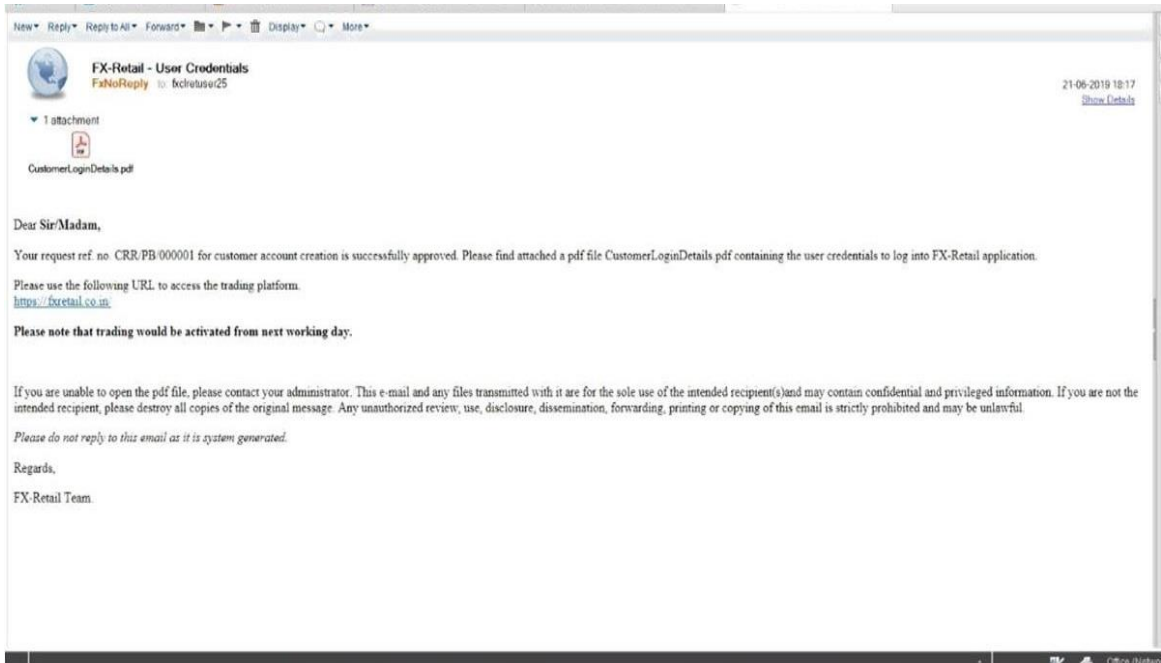


Fig 9. Email received post Bank approval

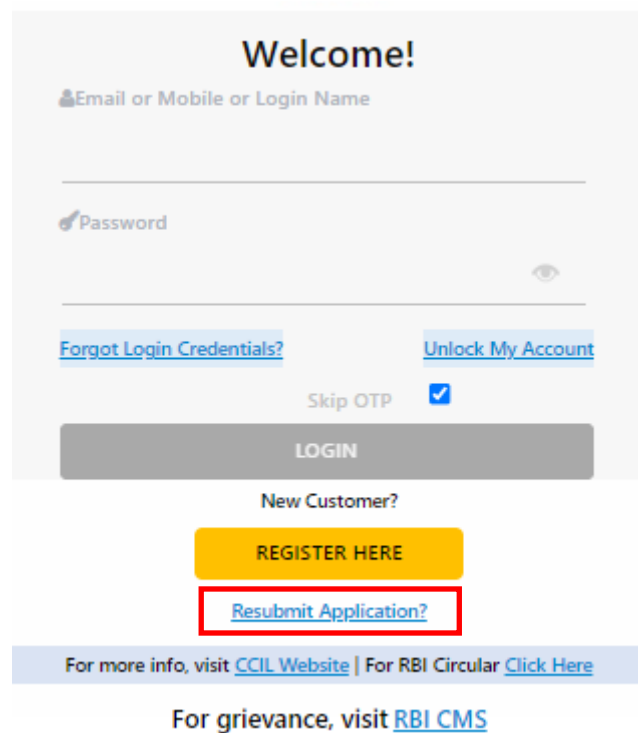
Facility to Re-submit application

The application can be resubmitted when the previous application is

- Rejected by the bank
- Self-withdrawn by customer
- Auto-withdrawn by the system

To resubmit,

1. Click on the “Resubmit Application?” link given in the login page.



The screenshot displays a login interface with the following elements:

- Welcome!** header
- Input field for **Email or Mobile or Login Name**
- Input field for **Password** with a visibility toggle icon
- Links for [Forgot Login Credentials?](#) and [Unlock My Account](#)
- Skip OTP**
- LOGIN** button
- New Customer?** section with a yellow **REGISTER HERE** button
- A red-bordered box highlighting the [Resubmit Application?](#) link
- Footer text: **For more info, visit [CCIL Website](#) | For RBI Circular [Click Here](#)**
- Footer text: **For grievance, visit [RBI CMS](#)**

Fig 10. Resubmit Application

2. A pop-up will be displayed on the screen (refer to figure below). Specify the CRR number and click FETCH.

Clearcorp FX- Retail Platform - Customer Registration

Need Help?

Customer Profile Bank Relationship Default User Info

Customer Type * [Resubmit Application?](#)

Request Reference Number

Enter Reference No.

Enter CRR Number of Rejected, Self Withdrawn, Withdrawn by System Application

FETCH

PAN No. * Last Name as per PAN card

PAN Image Upload *

Note: All (*) fields are mandatory

CONTINUE

Request Reference Number

Enter Reference No.

Enter CRR Number of Rejected, Self Withdrawn, Withdrawn by System Application

FETCH

Fig 11. Enter CRR number for Resubmission

3. This will fetch the complete application details. The customer can review and modify the details if required and resubmit for bank approval.

***** FX-Retail Support *****

Email: supportfxretail@ccilindia.co.in

Call us: 1800 266 2109 (Toll Free) or +91 22 6154 6313

(Monday to Friday from 8:00 AM to 7:30 PM on Business Day)