

A note to our Clients

We have seen some of the most volatile trading sessions in the last few days due to the onslaught of COVID-19 across the globe.

Due to unusually high volume of calls / emails to our support , some of you may have experienced delay in resolution. As the situation around the corona virus outbreak continues to evolve we would like to bring to your notice few points

* Margins have been revised across products. Please check Margins daily via this [link](#) or refer to “[Margins for the Day](#)” bulletin on Home Page of our website sasonline.in

* For auto fund updation use the [Pay-in option](#) (Atom Payment Gateway) in Trading Software as funds transferred via other modes might take time to verify and update due to higher number of transactions

* Most importantly kindly ensure adequate funds are available in your account as per your position at all times to avoid any position square off due to MtoM loss.

* Lastly please refer to our detailed self help database “ [Knowledge Base](#) “ which can serve as a ready reckoner for you for all queries .

In case of community spread of the virus and any restrictions imposed by state governments on working from office and to reduce the chances of any virus spreading due to working in groups at our offices we might have to initiate work from home in the future. In such a scenario you may experience a delay in getting a response to your queries. Clients who use our Call n Trade service for price updates / order punching are requested to download and familiarize themselves with Trading Applications as response time for Call n Trade facility would be high.