FAQ for UPI Handles: For INVESTORS

Pursuant to the requirements of SEBI Circular No. SEBI/HO/DEPA-II/DEPAII_SRG/P/CIR/2025/86 dated June 11, 2025, SEBI has introduced standardised, validated, and exclusive UPI IDs (also called "@valid handles") for all SEBI-registered intermediaries such as brokers, mutual funds, depository participants etc. This helps ensure your UPI payments go only to verified entities in the securities market.

Q. What is UPI and how is it used for transferring money?

UPI (Unified Payments Interface) is a real-time payment system that allows investors to make secure and instant payments directly from their bank account to SEBI registered intermediaries such as stock brokers, depositories, mutual funds etc. companies using a UPI ID or by scanning a QR code.

Q. What are the benefits of using UPI and QR codes?

Benefits of using UPI and QR codes are as follows:

- Fast and instant payment settlement.
- Enhanced security due to verified payment channels.
- No need to share sensitive bank details.
- Easy authentication and tracking of transactions.

Q. Is it compulsory for the investors to use the new handle only?

The investors can choose their preferred mode of payment, such as UPI, IMPS, NEFT, RTGS, or Cheques. If an investor opts to use UPI for the payment to the registered intermediaries, then they must do so only using the new UPI IDs allotted to registered intermediaries.

Q. What is the Objective of introducing @ Valid UPI feature?

The objective of introducing a validated UPI ID @ valid is to enhance accessibility and ensure the safety of transactions in the security market.

Q. Do investors also need to obtain new UPI handles to transact in the securities market?

No, the new UPI IDs are only for intermediaries to obtain, investors can continue to use their existing UPI IDs.

Q. What is the transaction limit?

UPI, being a retail product, carries transaction limits. Each bank may impose its own limits. But upper cap is set by NPCI. Currently, the maximum permissible limit for Capital market transactions is Rs 5 lakhs per day. These limits are subject to periodic review and may be revised by regulators.

Q. Can I invest using other payment methods?

Yes, you can still use NEFT, IMPS, cheques, or net banking if you prefer. UPI is an additional, convenient option.

Q. What should I check while making payment using the new UPI IDs/ QR Code?

Investors need to keep following things into consideration:

1. The UPI ID should properly show the name of the intermediary, followed by the short abbreviation of their category for example “brk” for Brokers, “dp” for Depository Participants to the left of the “@” character.
2. On the right side of the “@”, the new and exclusive handle “@valid” should be present, followed by the bank name.
3. On the confirmation screen, the app should show a white thumbs-up icon inside a green triangle.
4. The QR code generated using the utility will have a white thumbs-up icon inside a green triangle. It will also display the UPI ID just below the QR code.

Q. Whom to approach if my transaction/ payment fails with the new UPI ID?

The secure validated UPI ID of intermediaries will use the same banking channel as the earlier generic UPI handles. In case of any technical difficulty, investors are requested to approach their respective bank.

Q. What should I do if I suspect fraud or impersonation?

Always verify UPI IDs and QR codes before payment. Use SEBI’s verification tools and never share your UPI PIN or credentials. If you encounter suspicious activity, report it to both SEBI and your bank immediately.

You can also email us at investor.grievances@elaracapital.com