Annexure 4

INTIMATION & SUBMISSION OF TECHNICAL GLITCH

	HEADERS	DETAILS
1. Intimation of Incident **(T-day, within 2 Hours of the Incident)**	**1. Letter / Report Subject -**	**Reporting of technical glitch**
	Name of the Member --	**Zerodha Broking Limited**
	Member Code -	**NSE: 13906; BSE: 6498, MCX: 56550**
	2. Designated Officer (Reporting Officer details)	**Name: Pankathi H Jain**
	3. Date & Time of Incident	06-07-2026; 09:21 AM - 09:49 AM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX, NCDEX, MSEI)	NSE, BSE, MCX
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of communications to clients)	Bulletin, IVR, Support Banner
	6. Additional Details about the Technical Glitch, if Any.	A small set of clients experienced intermittent delays in adding funds to their trading accounts via the UPI intent, starting around 9:21 AM. During the issue, certain fund addition transactions were queued, resulting in a short delay before the funds were reflected in the trading account. The issue was resolved within 28 minutes. We are currently investigating the exact root cause of the incident. We would also like to clarify that fund additions via NEFT/IMPS/RTGS were functioning normally throughout the period. We would like to reiterate that the impact was intermittent in nature and resulted only in a delay in reflecting added funds. Order placement, modifications, or cancellations were not impacted.
2. Preliminary Incident Report (T+1 day)	**1. Date & Time of Incident & Incident duration (in Minutes)**	06-07-2026; 09:21 AM - 09:49 AM; 28 minutes
	2. Incident Description	Some of our users experienced intermittent issues while adding funds via UPI intent flow, starting around 9:21 AM. During the issue, certain fund addition transactions were queued, resulting in a short delay before the funds were reflected in the trading account. We would also like to clarify that fund additions via NEFT/IMPS/RTGS were functioning normally throughout the period. We would like to reiterate that the impact was intermittent in nature and resulted only in a delay in reflecting added funds. Order placement, modifications, or cancellations were not impacted.
	3. Immediate action taken (provide brief details)	A Bulletin, IVR, support banner and an app notification were shared with clients to inform them about the issue. The issue was debugged and resolved in 28 minutes. Our team is currently in the process of identifying the root cause of the incident.
	4. Business Impact **i) Number of Clients Impacted** **ii) Any other impact**	i. A small section of our clients were impacted by the incident. The number of unique users impacted by this incident were about 17k. We received about 2940 calls and 1450 tickets across all segments. ii. Further, there was no other impact.
	5. Were alternate trading channels available for clients (list all the alternate channels) **i) Was there a spike in traffic on the alternate channels available to clients? If yes, provide details.**	Since order placement, order modification and order cancellation were not impacted, there was no need for an alternate trading channel. We would also like to clarify that fund additions via NEFT/IMPS/RTGS were functioning normally throughout the period. Further, there were no spike in traffic.
	6. Was the issue caused or encountered by a third-party vendor or service provider? **i) Name of the third-party vendor or service provider and a brief description of the issue.** **ii) Do you have a back-up vendor for the said services**	NA
	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of initimation and communication sent to the Exchnage.	NA

	8. Did you move operations to the Disaster Recover (DR) site? If, Yes, what was the Recovery Time?	NA
	9. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Other (Funds payin issue)