

SEBI Complaints REdress System (SCORES)

This document has been prepared to facilitate and guide the Clients as to how to upload the grievances by using the SCORE Platform of SEBI. In compiling this document provisions of various circulars and the guidelines issued by the Regulator and the Exchange, from time to time, have been kept in mind.

1. Link to SCORES platform: <https://scores.gov.in> : Using this Online Platform Clients can lodge their complaints related to securities market.
2. SEBI Toll Free Helpline Numbers: 1800 266 7575

This number is subject to change from time to time and Clients are advised to check the same from independent source.

3. Complaints coming under the purview of SEBI / SCORE PLATFORM

Clients can use this Platform to upload Complaints arising out of issues that are covered under:

- Securities and Exchange Board of India Act, 1992
- Securities Contract (Regulation) Act, 1956
- Rules and Regulation made there under.

4. Clients can't use SCORE Platform to raise complaints pertaining to following matters :

- Incomplete or un-specific complaints
- Allegations Complaint not pertaining to investment in securities market
- Anonymous Complaints (except whistleblower complaints)
- Incomplete without supporting documents
- Suggestions or seeking guidance/explanation
- Not satisfied with trading price of the shares of the companies
- Non-listing of shares of private offer
- Disputes arising out of private agreement with companies/intermediaries
- Matter involving fake/forged documents
- Complaints on matters not in SEBI purview
- Complaints about any unregistered/ un-regulated activity

5. Status of every complaint :

- Can be viewed online in the SCORES website
- Can be obtained from toll free helpline
- Entity/Investor can seek/provide clarification on complaint online
- Unique complaint registration number for future reference and tracking is to be noted.

6. Lodging complaint in SCORES

Clients shall ensure that following conditions are fulfilled while uploading the complaint on SCORE Platform :

- Lodge a complaint on SCORES within **three (03)** years from the date of cause of complaint.
- For lodging a complaint in SCORES, following personal information has to be mandatorily provided by investors/complainants:

Name
Address
E-mail Address
PAN
Mobile Number.

FLOW CHART OF PROCESS TO SPLOAD COMPLAINT ON SCORE

