



Dear Investor,

Redressal of investor grievances through SEBI Complaints Redress System (SCORES) platform

SEBI has a centralized web based **CO**mplaints **RE**dress **S**ystem '**SCORES**' on its portal www.sebi.gov.in (<http://scores.gov.in/Registration.aspx>) as a measure to create awareness among investors about grievance mechanism.

The purpose of SCORES is to provide a platform for aggrieved investors, whose grievances, pertaining to securities market, remain unresolved by the concerned listed company or registered intermediary after a direct approach.

How does an investor register a complaint online in SCORES?

To register a complaint online on SCORES portal, click on "Complaint Registration" under "Investor Corner". The complaint registration form contains personal details and complaint details. There are certain mandatory fields on the Form. These fields include Name, Address for correspondence, State, Email Address of Investor.

Besides this, select the complaint category, entity name, nature of complaint related to, complaint details in brief (up to 1000 characters). A PDF document (up to 1MB of size for each nature of complaint) can also be attached along with the complaint as the supporting document.

On successful submission of complaint, system generated unique registration number will be displayed on the screen which may be noted for future correspondence.

An email acknowledging the complaint with complaint registration number will also be sent to the complainants email id entered in the complaint registration form.

In case, you are not able to register a complaint online, you can send your complaint through post to any of the SEBI offices whose addresses are given under the menu "Contact Us"

<http://scores.gov.in/Docs/FAQ-SCORES.pdf> provides information to investors on SCORES.

Regards,

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