

## **FILING COMPLAINTS ON SCORES**

SCORES is an online platform designed to help investors to lodge their complaints, pertaining to securities market, online with SEBI against listed companies and SEBI registered intermediaries.

From 1st August 2018, an investor may lodge a complaint on SCORES within three years from the date of cause of complaint, where;

- ❖ Investor has approached the listed company or registered intermediary for redressal of the complaint and, the concerned listed company or registered intermediary rejected the complaint or
- ❖ The complainant does not receive any communication from the listed company or intermediary concerned or,
- ❖ The complainant is not satisfied with the reply given to him or redressal action taken by the listed company or an intermediary.

In case investor fails to lodge a complaint within the stipulated time, he may directly take up the complaint with the entity concerned or may approach appropriate court of law.

Process to register on SCORES for lodging a complaint:

- a. To become a registered user of SCORES, investors may click on "Register here" under "Investor Corner" appearing on the homepage of SCORES portal. Investors will have to fill in Registration form. Fields like Name, Address, E-mail Address, PAN and Mobile Number are mandatory fields and are required to be filled up.
- b. The username and password of SCORES will be sent to the investor's registered email id. If an investor is already a registered user, they can login by entering their username and password.
- c. After logging into SCORES, investors must click on "Complaint Registration" under "Investor Corner".
- d. Investor should provide complaint details.
- e. Investors must select the correct complaint category, entity name, and nature of complaint.
- f. Investors must provide complaint details in brief (up to 1000 characters).
- g. A PDF document (up to 2MB of size for each nature of complaint) can also be attached along with the complaint as 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 and text message acknowledging the complaint with complaint registration number will also be sent to the email id entered in the complaint registration form.