

Filing of complaint on SCORES - Easy & quick

- 1) Register on SCORES portal
- 2) Mandatory details for filing complaint on SCORES: a) Name, PAN, Address, Mobile Number, Email ID
- 3) Benefit
 - a) Effective communication
 - b) Speedy redressal of the grievances

Tel.: 1800 266 7575 or 1800 22 7575

Procedure for filling complaint online in SCORES

1. Visit weblink for SCORES: <https://scores.sebi.gov.in>
2. To become a registered user of SCORES, investors may click on "Sign in/Sign up" appearing on the Homepage of SCORES portal. Investor will have to fill in Registration form. Fields like Name, Address, E-mail ID, PAN and Mobile number are mandatory fields and are required to be filled up. 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.
3. After logging into SCORES, investors must click on "Complaint Registration".
4. Investor should provide complaint details.
5. Investor must select the correct complaint category, entity name and nature of complaint
6. Investor must provide complaint details in brief (up to 1000 characters).
7. A PDF document (up to 2MB of size for each nature of complaint) can also be attached along with the complaint as supporting document.
8. On successful submission of complaint, system generated unique registration number will be displayed on the screen which may note for future correspondence. An email acknowledging the complaint with complaint registration number will also be sent to the email id entered in the complaint registration form. A text message will also be sent to the investor informing them about registration of the complaint.

The salient features of SCORES 2.0 are as follows:

1. The timelines for redressal of investor complaints across the securities market i.e. **21 calendar days from date of receipt of complaint** and Monitoring of the timely redressal of the investors' complaints by the 'Designated Bodies'.
 2. There will be two levels of review: First review by the 'Designated Body'. If the investor is dissatisfied with the resolution provided by the concerned Market participant. Second review will be by SEBI if the investor is still dissatisfied after the first review.
 3. Introduction of auto-escalation of complaints to the next level in case of non-adherence to prescribed timelines by the Market participant or the Designated Body as the case may be.
 4. Integration with KYC Registration Agency database for easy registration of the investor on **to SCORES**
- Filing of complaint on **SMART ODR Portal** visit <https://smartodr.in>
 - Following are the **Investor charter** for your reference:
<https://www.pmsec.in/investor-charter-complaints>



Pankaj Mangaldas Securities Pvt. Ltd.

DP ID 12045400

Regd. Off. add.: 701, P.J. Tower, Dalal Street, Fort, Mumbai - 400001

- Kindly ensure you have access to Mobile Number & Email updated in your Demat and trading account.
- Kindly update your latest bank details in Demat and trading account
- Kindly update your income details in your Demat and trading account
- Kindly update your KYC periodically.
- Update Nomination details or Opt out of Nomination
- Aadhaar seeding (linkage of Aadhaar with PAN)
- To Link Pan with Aadhar visit <https://www.incometax.gov.in/iec/foportal/>

In case the above is not already updated, please ensure immediate updation to avoid liable "Suspension" of your Account To avoid any inconvenience you are requested to update all the above details as soon as possible