

DP has published Disclosure of the Investor Charter on its website with proper link on homepage in accordance with CDSL Communique no. CDSL/OPS/DP/POLCY/2021/589 dated December 25, 2021 and Communique no. CDSL/A, I&C/DP/POLCY/2022/319 dated June 07, 2022

DP is complying with the following requirements w.r.t. Investor Grievances Escalation Matrix displayed on their website as per CDSL Comm. CDSL/IG/DP/2022/653 dated November 10, 2022:

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Set of standard documents/policies displayed on their own website for information.

Member own website displayed the documents relating to rights & obligations, uniform risk disclosure document, do's & don't in vernacular languages on their own website.

Displayed Client Bank Accounts on Website NSE Circular dated 27.01.2023.

Display the "Risk disclosure" on Website with effect from 01.07.2023 – SEBI circular dated 19.05.2023.

Basic details of the SB/DP such as registration number, registered address of Head Office and branches, if any.

Names and contact details such as email ids etc. of all key managerial personnel (KMPs) including compliance officer.

Step-by-step procedures for opening an account, filing a complaint on a designated email id, and finding out the status of the complaint, etc

Details of Authorized Persons.

DP has complied with implementation of redressal of investor grievances on ODR platform & display of link to the ODR portal on the home page of Websites and Mobile Apps as per SEBI Circular viz. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145 dated July 31, 2023.
<https://smartodr.in/login>

DP has displayed CKYCR banner & videos on Web site. - CERSAI /2023-24/3882 dated 01/06/2023

The website URL for SCORES 2.0 from April 01, 2024 is <https://scores.sebi.gov.in> as per CDSL Circular CDSL/IG/DP/GENRL/2024/188 dated 05.04.2024.
<https://scores.sebi.gov.in>

Investor charter of stock exchanges Refer SEBI circular SEBI/HO/MRD/MRD-PoD-2/P/CIR/2024/63 dated 29.05.2024.

The Trading Members providing internet based trading/ mobile trading/ other online access for trading have given at least two modes of the following communications to the clients through which the client may request for voluntary freezing/ blocking the online access of trading account if any suspicious activity is observed in the trading account:

- a) Email from registered e-mail ID-Nomenclature **must be stoptrade@domainname.com**
- b) SMS from registered mobile number**
- c) IVR/tele calling**
- d) Chatbot**
- e) Trading Member's App / website**
- f) Any other legally verifiable mechanism**

Members has cautioned and created awareness amongst their clients/investors to abstain them from dealing in any schemes of unauthorised collective investments/portfolio management, indicative/ guaranteed/fixed returns / payments etc. Further Member has also displayed the messages on their respective websites under a separate banner "Advisory for investors" as per Exchange circular.