

PROCEDURE FOR FILING A COMPLAINT

Investor can raise his/her complaints through mail grievance@bnkstockline.com or through phone call by dialing 033-4602-2160/61/62/63. In case any complaint raise, we acknowledge the complaint mail and generate a ticket no and maintain in our records.

Investor can also raise his/her complaints to SEBI by an online platform **SCORES**

SEBI COMPLAINTS REDRESS SYSTEM (SCORES)

In order to protect the interest of investors in securities market, SEBI has designed an online platform SCORES to help investors to lodge their complaints, pertaining to securities market, online with SEBI against listed companies and SEBI registered intermediaries.

Link to SCORES: <https://scores.gov.in/scores/Welcome.html>

Procedure for filing of complaints online in SCORES

From 1st August 2018, it has been made mandatory 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. 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.
- b) After logging into SCORES, investors must click on “Complaint Registration” under “Investor Corner”.
- c) Investor should provide complaint details.
- d) Investors must select the correct complaint category, entity name, and nature of complaint.
- e) Investors must provide complaint details in brief (up to 1000 characters).
- f) 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.
- g) 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

Benefits

- a) The whole process of SCORES is absolutely free of cost and less time consuming.
- b) It gives a one stop solution for any complaint regarding any concerned company/ intermediary in the securities market.
- c) Since this is routed through SEBI to the concerned company/ intermediary, the timeline to submit the action taken report is not later than 21 days.
- d) It allows the investor to keep a track on the status of the complaints.
- e) Once the Complaint is resolved, an email/SMS is sent to the complainant’s email id as well as Mobile number available in SCORES intimating disposal of the complaint.
- f) It also gives an option to the investor to indicate whether they are satisfied with the closure of the complaint or not. If unsatisfied, the investor may tick on the ‘unsatisfied’ icon and then provide the reasons thereto. This is a one-time option to an investor for a period of fifteen days from the date of closure of their complaint in SCORES.

FLOW CHART

Raise complaints through mail grievance@bnkstockline.com or through phone call by dialing 033-4602-2160/61/62/63. Record the complaint in a register and generate a ticket no for the complaint and sent to investor.



Raise complaints to SEBI by an online platform **SCORES**
<https://scores.gov.in/scores/Welcome.html>



Click on “Register here” under “Investor Corner”



Username and Password of SCORES will be sent to the investor’s registered email id



By entering their username and password one can logging into SCORES, click on “Complaint Registration” under “InvestorCorner”. One should provide complaint details.



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



Investor can check its complaint status by clicking on <https://scores.gov.in/scores/viewComplaintStatus.html> and put Complaint Registration No and get the status.