

SKI CAPITAL SERVICES LIMITED

Member: NSE | BSE | MCX | Depository Participant

Procedure for Filing a Complaint on SCORES and SMARTODR

SKI Capital Services Limited is committed to the fair and timely resolution of client grievances. In the event a client is not satisfied with the resolution provided by the Company, the client may escalate the grievance to the Securities and Exchange Board of India (SEBI) through the SCORES portal, and thereafter, if required, initiate Online Dispute Resolution (ODR) through the SMART ODR portal. The procedure for both is set out below.

A. Filing a Complaint on SCORES (SEBI Complaints Redress System)

SCORES is a web-based, centralised grievance redressal system of SEBI that enables investors to lodge complaints against SEBI-registered intermediaries, including stock brokers, online and free of cost.

SCORES Portal: <http://scores.sebi.gov.in>

Steps to File a Complaint on SCORES

1. Register on the SCORES Portal 2.0 at <https://scores.sebi.gov.in/>.
2. Log in and lodge the complaint against SKI Capital Services Limited, providing complete and accurate details of the grievance.
3. Track the status of the complaint through the SCORES portal until it is resolved.

Mandatory Details Required for Filing a Complaint on SCORES

- Name
- PAN
- Address
- Mobile Number
- E-mail ID

Benefits of Using SCORES

- Effective and direct communication with SEBI and the intermediary
- Speedy redressal of the grievance / dispute

B. Online Dispute Resolution through SMART ODR

If, after exhausting all available options for resolution of the grievance (including the complaint filed on SCORES), the client is still not satisfied with the outcome, the client may initiate dispute resolution through the Online Dispute Resolution (ODR) Portal, in accordance with the SEBI Master Circular for Online Resolution of Disputes in the Indian Securities Market.

SEBI Master Circular (ODR):

https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market_80236.html

SMART ODR Portal: <https://smartodr.in/login>

Steps for Access of the ODR Portal

1. Register on the SMART ODR Portal.
2. File a New Dispute.
3. Select the Intermediary (SKI Capital Services Limited).
4. Select the Category of the dispute.
5. Enter the Dispute Details.
6. Track the Resolution Progress through the portal.

Quick Reference

Platform	Link
SCORES	https://scores.sebi.gov.in/
SMART ODR	https://smartodr.in/login
SEBI ODR Master Circular	sebi.gov.in – Master Circular, Dec 2023

Issued by: Compliance / Investor Grievance Cell, SKI Capital Services Limited