



## INVESTOR CHARTER

### OUR VISION

*To protect the interests of investors by enabling them to understand the risks involved and invest in a fair, transparent, secure market, and to get services in a timely and efficient manner.*

### OUR MISSION

- *To have streamlined procedures to ensure ease of transacting/ investing in securities market for investors.*
- *To ensure that SEBI registered intermediaries / regulated entities adhere to their investor charters, including grievance redressal mechanism.*
- *To enable investors to understand risks involved before investing.*
- *To ensure fair and equitable treatment to investors.*
- *To analyse the causes of investor grievances on a periodic basis and make appropriate policy amendments, if required.*
- *To provide for alternative dispute resolution mechanism in agreements between investors and MIs/ Intermediaries.*
- *To encourage innovative and digital solutions in securities market.*

### INVESTORS have RIGHT to:

- *Get fair and equitable treatment.*
- *Expect redressal of investor grievances filed in SCORES in a time bound manner.*
- *Get quality services from SEBI recognised Market Infrastructure Institutions and SEBI registered intermediaries / regulated entities/ Asset Management Companies.*

### INVESTORS have RESPONSIBILITY to:

- *Deal with SEBI recognised Market Infrastructure Institutions and SEBI registered intermediaries / regulated entities only.*
- *Update their contact details like address, mobile number, email address, nomination, etc. and other key KYC details in case of any change.*
- *Ensure that grievances are taken up with the concerned entities within time limits prescribed.*
- *Ensure that their accounts are operated only for their own benefit.*

### DO's for Investors:

- *Read and understand the documents carefully before investing.*
- *Know about the Investor Grievance Redressal Mechanism.*
- *Know the risks involved before investing.*
- *Keep track of account statements and promptly bring any discrepancy noticed to the concerned stock exchange, intermediary or Asset Management Company.*
- *Know about various fees, charges, margins, premium, etc. involved in the transactions.*
- *Preserve relevant transaction related documents.*

### DONT's for Investors:

- *Don't make payments in cash while making any investment in securities market, beyond the prescribed limit.*
- *Don't share your critical information like account details, login ids, passwords, DIS, etc. with anyone.*