DETAILED WRITE UP ON PROCEDURE FOR FILING COMPLIANTS

- You can initially complaint us by writing an email to customersgrievance@shriyam.com for trading related complaints; we will try to resolve in the prescribed time as per the regulation.

- If you are not satisfied with our reply and action, you can register your complaint on SCORES Portal or SMART ODR Portal

- On SCORES Portal

1. To become a registered user of SCORES (Click on "Register here" under "Investor Login" appearing on the homepage of SCORES portal.)
2. 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)
3. "Complaint Registration" under "Investor Corner". (Investors must select the correct complaint category, entity name, and nature of complaint and attach a file relevant to the dispute)
4. "Track Progress" (Once your dispute is filed, you can track the progress under the Dispute Timeline section of your dispute)

On SMART ODR Portal

1. Create Investor Login (Click on https://smartodr.in/login)
2. File a new Dispute (Click on File a New Dispute in the sidebar or the 3-dash menu – if on mobile.)
3. Select Intermediary (Select Intermediary against whom you wish to file a dispute.)
4. Select Category (Select the Category of your dispute and the relevant Stock Exchange or Depository)
5. Fill Dispute Details (Fill details of the Dispute and attach files relevant to the dispute))
6. Track Progress Once your dispute is filed, you can track the progress under the Dispute Timeline section of your dispute)