



Circular No: MCX/ISD/359/2019

July 5, 2019

Displaying of information regarding SEBI Complaint Redress System (SCORES) on the website

The Exchange is in receipt of a letter from SEBI dated July 3, 2019, directing as under:

- i. All the Members to display the following information on their websites:

Filing of complaints on SCORES – Easy & quick

- a. Register on SCORES portal
b. Mandatory details for filing complaints on SCORES:
i. Name, PAN, Address, Mobile Number, Email ID
c. Benefits:
i. Effective communication
ii. Speedy redressal of the grievances

- ii. Members are also directed to include procedure for filing of complaints on SCORES and benefits for the same in the welcome kit to be given to the investors at the time of registration with them.

Members may refer the SCORES website (link: <https://scores.gov.in/scores/Welcome.html>) and the FAQs available thereon for the same.

All Members and their constituents are requested to take note of the same.

Neetu Juneja
Vice President
Investor Services Department & IPF

Kindly contact Customer Service Team on 022 – 6649 4040 or send an email at customersupport@mcxindia.com for any clarification.

-----Corporate office-----
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