

DISPUTE RESOLUTION PROCESS



- STAGE – I (Redressal Directly with Portfolio Manager)
- STAGE – II (Redressal on SCORES Platform with Portfolio Manager)
- STAGE – III (Redressal on SCORES Platform with APMI)
- STAGE – IV (Redressal on SCORES Platform with SEBI)
- STAGE – V (Redressal on ODR Platform or other legal forums)

NOTE: Client can approach the Online Dispute Resolution (ODR) mechanism or other appropriate civil remedies at any point of time. In case the client opts for Online Dispute Resolution (ODR) mechanism or other appropriate civil remedies while the complaint is pending on SCORES platform, then the complaint shall be treated as disposed on SCORES platform.