

# How SCORES Works

**1**

## Register on Scores

Fetch details from KYC Registration Agency or fill the Registration Form

**2**

## Lodge Complaint

Select appropriate category of complaint, Nature of Complaint and Name of the SEBI regulated Entity (i.e. Listed Company/ Registered Intermediaries/ Market Infrastructure Institutions)

**3**

## Track Status

Track the status of complaint. Please note that automatic reminders are sent to entities for timely resolution of complaint.

**4**

## Seek Review

Two level review system- Seek Review of your complaint within 15 days from date of receipt of ATR from the Entity for First Level Review and 15 days of receipt from Designated Body for Second Level Review

**5**

## Provide Feedback

Provide Feedback on the redressed process and quality of disposal of complaint within 15 days of closure of complaint in order to improve the SCORES system