

**In case of any grievance / complaint:**

**Level 1:**

In case of grievances write at: for Securities Broking: [grievance@torusgroup.in](mailto:grievance@torusgroup.in)  
for DP: [dpgrievance@torusgroup.in](mailto:dpgrievance@torusgroup.in) and Phone no. +91-22- 6924 3000.

**Level 2 :**

Please contact Compliance Officer of the Stock Broker/Investment Advisory/Depository Participant (Ms. Bansi Sanghvi) Email-ID ([tfm.compliance@torusgroup.in](mailto:tfm.compliance@torusgroup.in)) and Phone No. +91-22-6924 3000

**Level 3 :**

You may also approach CEO and Principal Officer Email-ID ([ceo@torusgroup.in](mailto:ceo@torusgroup.in)) and Phone No. + 91-22-6924 3000

**If not satisfied with the response of the Stockbroker / Depository Participant, contact the concerned Stock Exchange / Depository at the following:**

Exchange/Depository	Web Address	Contact No	Email-id
BSE	<a href="http://www.bseindia.com">www.bseindia.com</a>	022 22728517	<a href="mailto:dis@bseindia.com">dis@bseindia.com</a>
NSE	<a href="http://www.nseindia.com">www.nseindia.com</a>	18002660058	<a href="mailto:ignse@nse.co.in">ignse@nse.co.in</a>
CDSL	<a href="http://www.cdslindia.com">www.cdslindia.com</a>	1800-22-5533	<a href="mailto:complaints@cdslindia.com">complaints@cdslindia.com</a>
NSDL	<a href="http://www.nsdl.co.in">www.nsdl.co.in</a>	022-2499 4200	<a href="mailto:relations@nsdl.co.in">relations@nsdl.co.in</a>

Grievances can be lodge with SEBI at <https://scores.gov.in/> / <https://scores.gov.in/scores/Welcome.html> or through SEBI SCORE Mobile app. Link of SEBI SCORE Mobile app For Android users <https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330> and For iOS users <https://apps.apple.com/in/app/sebiscores/id1493257302>

In case not satisfied with the response related to Investment Advisory Service, please contact the concerned SEBI regional / local office at: SEBI Bhavan BKC, Plot No.C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400051, Maharashtra

Tel : +91-22-26449000 / 26449950 / 40459000 Fax : +91-22-26449019-22 / 40459019-22 E-mail : [sebi@sebi.gov.in](mailto:sebi@sebi.gov.in) Toll Free Investor Helpline: 1800 22 7575

### Procedure for Filing of complaints on SCORES – Easy & quick

Register on SCORES portal

Mandatory details for filing complaints on SCORES:

Name, PAN, Address, Mobile Number, Email ID

Benefits:

Effective communication

Speedy redressal of the grievances

For any queries, feedback or assistance, please contact SEBI Office on Toll Free Helpline at 1800 22 7575 / 1800 266 7575.

### ODR PORTAL- Online Resolution of Disputes in the Indian Securities Market

ODR Portal could be accessed, if unsatisfied with the response. Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131 dated July 31, 2023, on “Online Resolution of Disputes in the Indian Securities Market”.

A common Online Dispute Resolution Portal (“ODR Portal”) which harnesses conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established. ODR Portal can be accessed via the following link - <https://smartodr.in/>