

# Investor Charter of SEBI

## OUR VISION

To protect the interests of investors by enabling them to understand the risks involved and invest in a fair, transparent, secure market, and to get services in a timely and efficient manner.

## OUR MISSION

- To have streamlined procedures to ensure ease of transacting/ investing in securities market for investors.
- To ensure that SEBI registered intermediaries / regulated entities adhere to their investor charters, including grievance redressal mechanism.
- To enable investors to understand risks involved before investing.
- To ensure fair and equitable treatment to investors.
- To analyse the causes of investor grievances on a periodic basis and make appropriate policy amendments, if required.
- To provide for alternative dispute resolution mechanism in agreements between investors and MIIs/ Intermediaries.
- To encourage innovative and digital solutions in securities market.

## INVESTORS have RIGHT to

- Get fair and equitable treatment.
- Expect redressal of investor grievances filed in SCORES in a time bound manner.
- Get quality services from SEBI recognised Market Infrastructure Institutions and SEBI registered intermediaries / regulated entities/ Asset Management Companies.

## INVESTORS have RESPONSIBILITY to:

- Deal with SEBI recognised Market Infrastructure Institutions and SEBI registered intermediaries / regulated entities only.
- Update their contact details like address, mobile number, email address, nomination, etc. and other key KYC details in case of any change.

- Ensure that grievances are taken up with the concerned entities within time limits prescribed.
- Ensure that their accounts are operated only for their own benefit.

#### DO's for Investors:

- Read and understand the documents carefully before investing.
- Know about the Investor Grievance Redressal Mechanism.
- Know the risks involved before investing.
- Keep track of account statements and promptly bring any discrepancy noticed to the concerned stock exchange, intermediary or Asset Management Company.
- Know about various fees, charges, margins, premium, etc. involved in the transactions.
- Preserve relevant transaction related documents.

#### DONT's for Investors:

- Don't make payments in cash while making any investment in securities market, beyond the prescribed limit.
- Don't share your critical information like account details, login ids, passwords, DIS, etc. with anyone.