



SMART ODR

Initiation and Dispute Resolution Process

Step 1: If a client has got grievances, they may first take it up with the Company, by writing an email to customer.grievance@paterson.co.in, or getting in touch with the Grievance Officer - Ponmathan R (email ID: ponmathan@paterson.co.in or phone: +91 98402 61414)

Step 2: If the grievance is not redressed in a satisfactory manner, the client may choose to escalate the grievance through the escalation matrix of Paterson Securities, or in accordance with the SCORES guidelines. The same can be escalated through the SCORES portal in accordance with the process laid out therein

Step 3: After exhausting all available options for resolution of the grievance, if the client is still not satisfied with the outcome, they can initiate dispute resolution through the SMART ODR portal

Step 4: Alternatively, the client can initiate dispute resolution through the SMART ODR portal if the grievance lodged with the Company was not satisfactorily resolved or at any stage of the subsequent escalations mentioned above

Important Links

- SCORES portal: <https://scores.gov.in/scores/Welcome.html>
- SMART ODR portal: <https://smartodr.in/login>
- SEBI Circular on Online Dispute Resolution: https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market_80236.html

Contact Details of the Grievance Officer at Paterson Securities

Name: Ponmathan R

Email ID: customer.grievance@paterson.co.in, ponmathan@paterson.co.in

Phone: +91 98402 61414

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