

📣 Investor Awareness Notice: Introducing SMART ODR – Your Online Dispute Resolution Platform

□ What is SMART ODR?

The **SMART ODR (Online Dispute Resolution Portal)** is an investor-friendly, fully digital platform introduced by **SEBI** to resolve disputes between **investors and market intermediaries** in a fast, cost-effective, and transparent manner.

This platform enables **online conciliation and arbitration**, making the dispute resolution process seamless and accessible from anywhere.

💡 Key Highlights:

- ✓ **100% Online** – No paperwork or physical visits.
- ✓ **Quick and Transparent** – Time-bound resolution process.
- ✓ **For All Investors** – Retail and institutional clients.
- ✓ **Covers Brokers, Depository Participants, AMCs, RTAs, etc.**

✂️ □ How to Use the SMART ODR Platform

1. First, **raise your complaint directly** with us (the market participant).
2. If not resolved satisfactorily, **escalate via SEBI SCORES** (<https://scores.gov.in>).
3. If still unresolved, **initiate dispute resolution via the SMART ODR Portal**:
 - 🌐 Visit: <https://smartodr.in>
 - Register/login
 - Submit your complaint and documents
 - Track resolution status online

🔍 Who Can Use SMART ODR?

- Investors (retail and institutional)
- Clients of stock brokers, DPs, AMCs, RTAs, etc.
- Any party involved in securities market-related disputes

★ Why It Matters:

This initiative by SEBI enhances **investor protection** and provides an efficient grievance redressal mechanism for disputes involving market entities.

As a responsible market participant, we encourage all our clients to utilize the SMART ODR platform for resolution of unresolved issues.

Issued in public interest

Fast Capital Markets Limited

As per SEBI Circular SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145