

# Investor Charter for Research Analysts

## 1. Vision and Mission Statements

**Vision** Invest with knowledge and safety.

**Mission** Every investor should be able to:

- Invest in the right investment products based on their needs.
  - Manage and monitor investments to meet their goals.
  - Access reports and enjoy financial wellness.
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## 2. Business Transacted with Investors

The Research Analyst (RA) is mandated to fulfill the following business obligations:

- **Research Publication:** Publish research reports based on formal research activities.
  - **Objectivity:** Provide an independent, unbiased view of securities.
  - **Transparency:** Offer unbiased recommendations while disclosing any financial interests in the recommended securities.
  - **Evidence-based Analysis:** Provide recommendations based on the analysis of publicly available information and observed market data.
  - **Compliance:** Conduct a mandatory audit on an annual basis.
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## 3. Services Provided to Investors

The following services are provided to clients (without indicative timelines):

- **Client Onboarding:** Formal process for entering into a professional relationship.
  - **Required Disclosures:** Providing all necessary legal and financial disclosures to the client.
  - **Non-Discriminatory Distribution:** Ensuring research reports and recommendations are distributed to all clients fairly.
  - **Confidentiality:** Maintaining strict confidentiality regarding the publication of research reports until they are released into the public domain.
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## 4. Grievance Redressal Mechanism

If you have a complaint or grievance, follow these steps to seek resolution:

### **Step 1: Direct Contact**

Approach the concerned Research Analyst directly. The RA shall ensure the grievance is resolved within **30 days**.

### **Step 2: SEBI SCORES Portal**

If the complaint is not redressed satisfactorily, you may lodge a complaint via the **SEBI SCORES Portal**. This is a centralized, web-based system that allows you to track the status of your complaint.

- **Website:** [SEBI SCORES Portal](#)

### **Step 3: Physical Complaints**

For complaints sent via post, please address your correspondence to:

**Office of Investor Assistance and Education** Securities and Exchange Board of India SEBI Bhavan, Plot No. C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051.

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## **5. Investor Responsibilities (Do's and Don'ts)**

### **The Do's (Best Practices)**

- **Verify Registration:** Always deal with a SEBI-registered Research Analyst. Ensure they possess a valid registration certificate and check their **SEBI Registration Number**.
- **Check Credentials:** Refer to the [List of SEBI Registered Research Analysts](#).
- **Read Disclosures:** Pay close attention to all disclosures in research reports before making an investment.
- **Secure Payments:** Pay your Research Analyst through **banking channels only**. Maintain signed receipts for all payments.
- **Consult Before Action:** Check the RA's specific recommendation before buying securities or applying for a public offer.
- **Ask Questions:** Clear all doubts with your RA before acting on any recommendation.
- **Report Red Flags:** Inform SEBI if a Research Analyst offers "assured" or "guaranteed" returns.

### **The Don'ts (Risks to Avoid)**

- **No Fund Transfers:** Do not provide funds for the actual investment to the Research Analyst.

- **Avoid Hype:** Do not fall prey to luring advertisements or market rumors.
- **Ignore Gimmicks:** Do not be swayed by limited-period discounts, incentives, or gifts.
- **Protect Privacy: Never share** your login credentials or passwords for your trading and demat accounts with the Research Analyst.