

National Stock Exchange of India

Circular

Department:	
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To All Investors,

Sub: Introduction of dedicated web-based Help desk portal for Investors

In our continuous endeavor to deliver superior customer experience, Investor Services Cell is pleased to announce the introduction of dedicated web-based Helpdesk portal for Investors. Path for accessing the help desk portal - <https://nseindia.service-now.com/helpdesk>

The web-based Helpdesk portal is a robust self-service system aimed to deliver support for addressing queries pertaining to the functions handled by Investor Service Cell.

Important features of the Helpdesk portal are as follows:

1. Knowledge Portal – A wide range of articles and FAQs shall assist users in enhancing their product/process knowledge and thereby help in addressing their queries.
2. Raise a Request – Through the ‘Raise a Request’ quick link, a logged-in user has the option to directly create a ticket for query resolution rather than sending an email or calling the Regulatory helpdesk toll free numbers. Users can also provide updates/additional information to the service executive handling the said ticket. Further, the progress of the ticket can also be monitored until closure. User can also refer to historical tickets.

Furthermore, the new Chatbot available on the portal shall also serve as an additional avenue to support in query resolution.

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Investors may kindly note that the new Helpdesk portal shall be live with effect from October 08, 2021. The detailed process manual is enclosed herewith for accessing the services available on the helpdesk portal.

From October 08, 2021 onwards, for any queries pertaining to the Helpdesk web portal or any other queries, investors can reach out to the helpdesk on toll free number 1800 2660 050 (IVR option 5).

Additionally, existing channels of communication through email ids defaultisc@nse.co.in (for defaulter claims) and ignse@nse.co.in (for investors) shall continue to be available.

Accordingly, investors are requested to note that the tollfree no. 1800 266 0058 will be discontinued w.e.f. October 08, 2021.

**For and on behalf of
National Stock Exchange of India Limited**

**Dinaz Shroff
Chief Manager**