Investor Complaints – BROKING:

Data for February ' 25

S N	Received from	Carried forward from previous Month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^(in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	**2**	**3**	**4**	**5**	**6**	**7**		**8**
1	Directly from Investors	0	0	0	0	0		0
2	SEBI (SCORES)^^	0	2	2	0	2		0
3	Stock Exchanges	0	0	0	0	0		0
4	Other Sources (if any)	0	0	0	0	0		0
5	**Grand Total**	**0**	**2**	**2**	**0**	**2**		**0**

^^^Complaints received from 2 individuals via SCORES - it pertains to scams run by individual posing as from Barclays. These complainants are not our clients. We shall close when SCORES closes it in the system.

Contd …

Trend of monthly disposal of complaints

SN	Month	Carried forward from previous Month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Apr 2024	0	1	0	1
2	May 2024	1	3^^^	1	3
3	June 2024	3	6^^^	0	9
4	July 2024	9	1^	10^^^	0
5	Aug 2024++	0	5^^^	0	5
6	Sep 2024	5^^^	0	0	5
7	Oct 2024	5	0	5++	0
8	Nov 2024	0	0	0	0
9	Dec 2024	0	0	0	0
10	Jan 2025	0	0	0	0
11	**Feb 2025**	0	2^^	0	2^^
	Grand Total	23	18	16	25

*Should include complaints of previous months resolved in the current month, if any.

**Should include total complaints pending as on the last day of the month, if any.

^Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

^^^Cases received from SCORES pertained to scams run by individual posing as from Barclays – These complainants are not our clients

++They were closed in September in SCORES, however we got visibility of the same only later and hence considered in October closures.

Trend of annual disposal of complaints :

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	0	0	0
2	2018-19	0	2	2	0
3	2019-20	0	0	0	0
4	2020-21	0	4	4	0
5	2021-22	0	1	1	0
6	2022-23	0	1	1	0
7	2023-24	0	1	1	0
8	2024-25	0	18	16	2
	Grand Total	0	27	25	2