

**Espresso Financial Services Private Limited(formerly known as Sharekhan Comtrade Private Ltd)**

**Format for Investor Complaints Data to be displayed by Depository Participants on their respective websites**

**Data for every month ending – 31/08/2022**

SN	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	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	1	1	1	0	0	15
4	Other Sources (if any)	0	0	0	0	0	0	0
5	<b>Grand Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>15</b>

### **Trend of monthly disposal of complaints**

<b>SN</b>	<b>Month</b>	<b>Carried forward From previous month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	January, 2022	0	2	2	0
2	February, 2022	0	4	4	0
3	March, 2022	0	0	0	0
4	April, 2022	0	1	1	0
5	May, 2022	0	2	2	0
6	June, 2022	0	6	4	2
7	July, 2022	2	0	2	0
8	August, 2022	0	1	1	0
	<b>Grand Total</b>	<b>2</b>	<b>16</b>	<b>16</b>	<b>2</b>

\*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.

### **Trend of annual disposal of complaints**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2018-19	0	0	0	0
2	2019-20	0	0	0	0
3	2020-21	0	6	6	0
4	2021-22	0	10	10	0
5	2022-23	0	10	10	-
	<b>Grand Total</b>	<b>0</b>	<b>26</b>	<b>26</b>	<b>0</b>