

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

**Format for Investor Complaints Data to be displayed by Stock Brokers on their respective websites**

**Data for every month ending – 28/02/2023**

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	07	09	16	15	01	00	06
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	0	00	00	00	0	0	00
4	Other Sources (if any)	0	0	0	0	0	0	0
5	<b>Grand Total</b>	<b>06</b>	<b>15</b>	<b>21</b>	<b>14</b>	<b>07</b>	<b>0</b>	<b>06</b>

**Trend of monthly disposal of complaints**

Sr. No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	January, 2022	0	2	1	1
2	February, 2022	1	5	4	2
3	March, 2022	2	122	123	1
4	April, 2022	1	18	15	4
5	May, 2022	4	13	16	1
6	June, 2022	1	10	10	1
7	July, 2022	1	52	51	2
8	August, 2022	2	33	33	2
9	September, 2022	2	14	12	4
10	October, 2022	4	9	9	4
11	November, 2022	4	5	7	2
12	December, 2022	02	103	99	6
13	January, 2023	06	15	14	07
14	February, 2023	07	09	15	01
	<b>Grand Total</b>	<b>37</b>	<b>410</b>	<b>409</b>	<b>38</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**

SN	Year	Carried forward from previous year	Received during the year	Resolved During the year	Pending at the end of the year
1	2018-19	1	8	9	0
2	2019-20	0	1	1	0
3	2020-21	0	7	6	1
4	2021-22	1	131	131	1
5	2022-23	1	281	281	-
	<b>Grand Total</b>	<b>3</b>	<b>428</b>	<b>428</b>	<b>3</b>