

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 – 31/10/2022

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	4	9	13	9	4	0	10
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	4	9	13	9	4	0	10

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
	Grand Total	18	278	274	22

*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	149	146	-
	Grand Total	3	296	293	2