

**Espresso Financial Services Private Limited**

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

**Data for every month ending – 31/01/2025.**

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	00	01	01	01	00	00	06
2	SEBI (SCORES)	00	00	00	00	00	00	00
3	Stock Exchanges	00	00	00	00	00	00	00
4	Other Sources, ODR (if any)	00	00	00	00	00	00	00
5	<b>Grand Total</b>	<b>00</b>	<b>01</b>	<b>01</b>	<b>01</b>	<b>00</b>	<b>00</b>	<b>06</b>

^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 monthly disposal of complaints**

Sr. No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	May, 2024	01	31	31	01
2	June, 2024	01	11	11	01
3	July, 2024	01	59	59	01
4	Aug, 2024	01	38	38	01
5	Sept, 2024	01	17	10	08
6	Oct, 2024	08	12	17	03
7	Nov, 2024	03	05	05	03
8	Dec, 2024	03	05	08	00
9	Jan, 2025	00	01	01	00
	<b>Grand Total</b>	<b>19</b>	<b>179</b>	<b>180</b>	<b>18</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.

**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	2020-21	00	07	06	01
2	2021-22	01	131	131	01
3	2022-23	01	322	314	09
4	2023-24	09	539	546	02
5	2024-25	02	202	204	-
	<b>Grand Total</b>	<b>13</b>	<b>1201</b>	<b>1201</b>	<b>13</b>