## 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 - 3 31/03/2023

| SN | Received <br> from | Carried <br> forward <br> from <br> previous <br> month | Received <br> during <br> the <br> month | Total <br> Pending | Resolved* | Pending at the end <br> of the month** | Average <br> Resolution <br> time^ <br> (in days) |  |
| :---: | :--- | :---: | :--- | :--- | :---: | :---: | :---: | :---: |
|  |  |  |  |  | Pending <br> for less <br> than 3 <br> months |  |  |  |
| Pending <br> for <br> more <br> than 3 <br> months |  |  |  |  |  |  |  |  |
| $\mathbf{1}$ | 2 | $\mathbf{3}$ | $\mathbf{4}$ | $\mathbf{5}$ | $\mathbf{6}$ |  | $\mathbf{7}$ | 0 |
| 1 | Directly <br> from <br> Investors | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI <br> (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Depositories | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other <br> Sources (if <br> any) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Grand Total | $\mathbf{0}$ | $\mathbf{0}$ | $\mathbf{0}$ | $\mathbf{0}$ | $\mathbf{0}$ | $\mathbf{0}$ | $\mathbf{0}$ |

## Trend of monthly disposal of complaints

| SN | Month | Carried forward <br> From previous <br> month | Received | Resolved* | Pending** |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1}$ | $\mathbf{2}$ | $\mathbf{3}$ | $\mathbf{4}$ | $\mathbf{5}$ | $\mathbf{6}$ |
| 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 |
| 9 | September, 2022 | 0 | 0 | 0 | 0 |
| 10 | October, 2022 | 0 | 0 | 0 | 0 |
| 11 | November, 2022 | 0 | 0 | 0 | 0 |
| 12 | December, 2022 | 0 | 0 | 0 | 0 |
| 13 | January, 2023 | 0 | 0 | 0 | 0 |
| 14 | February, 2023 | 0 | 0 | 0 | 0 |
| 15 | March, 2023 | 0 | 0 | 0 | 0 |
|  | Grand Total | $\mathbf{2}$ | $\mathbf{1 6}$ | $\mathbf{1 6}$ | $\mathbf{2}$ |

*Should include complaints of previous months resolved in the current month, ifany.
**Should include total complaints pending as on the last day of the month, if any.
${ }^{\wedge}$ 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 <br> from previous <br> year | Received <br> during the <br> year | Resolved <br> during the year | Pending at <br> the end of the <br> year |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 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 | - |
|  | Grand Total | $\mathbf{0}$ | $\mathbf{2 6}$ | $\mathbf{2 6}$ | $\mathbf{0}$ |

