

Espresso Financial Services Private Limited

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

Data for every month ending – 30/11/2024

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	00	00	00	00	00	00	00
2	SEBI (SCORES)	00	00	00	00	00	00	00
3	Depositories	01	02	03	03	00	00	15
4	Other Sources, ODR (if any)	00	00	00	00	00	00	00
5	Grand Total	01	02	03	03	00	00	15

^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

SN	Month	Carried forward From previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	May, 2024	00	01	01	00
2	June, 2024	00	00	00	00
3	July, 2024	00	08	05	03
4	Aug, 2024	03	01	04	00
5	Sept, 2024	00	02	00	02
6	Oct, 2024	02	02	03	01
7	Nov, 2024	01	02	03	00
	Grand Total	06	16	16	06

*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	06	06	00
2	2021-22	00	10	10	00
3	2022-23	00	11	11	00
4	2023-24	00	09	09	00
5	2024-25	00	16	16	-
	Grand Total	00	52	52	00