

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 – 31/08/2023

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	08	72	80	78	2	00	02
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	08	72	80	78	2	0	02

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
15	March, 2023	01	41	33	09
16	April, 2023	09	13	15	07
17	May, 2023	07	11	14	04
18	June, 2023	04	19s	14	09
19	July, 2023	10	123	125	08
20	Aug, 2023	08	72	78	02
	Grand Total	76	689	688	77

*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	2019-20	0	1	1	0
2	2020-21	0	7	6	1
3	2021-22	1	131	131	1
4	2022-23	1	322	314	9
5	2023-24	9	#239	246	-
	Grand Total	11	699	698	11

Note: - # **Difference of count 1 has been adjusted on account of opening balance of July month owing to data received from the exchange.**