

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 – 31/03/2023

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	01	40	41	32	09	00	05
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	00	01	01	01	00	00	06
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	01	41	42	33	09	0	05

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
	Grand Total	38	451	442	47

*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	322	314	-
	Grand Total	3	469	461	3