

## Investor Complaints – BROKING:

Data for month Jul ' 24

S N	Received from	Carried forward from previou s Month	Received during the month	Total Pendin g	Reso lved *	Pending at the end of the month**		Average Resolutio n time^(in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directlyfrom Investors	0	0	0	0	0		0
2	SEBI (SCORES)^^^	9	1	0	10	0		32
3	Stock Exchang es	0	0	0	0	0 for both		0
4	Other Sources (if any)	0	0	0	0	0 for both		0
5	<b>Grand Total</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>10</b>	<b>0</b>		<b>0</b>

^^^All the 10 cases received from SCORES were pertaining to Scams run by individual posing as from Barclays – The closure dates are taken from SCORES.

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**Trend of monthly disposal of complaints**

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous Month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending**</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	Aug 2023	0	0	0	0
2	Sep 2023	0	0	0	0
3	Oct 2023	0	0	0	0
4	Nov 2023	0	0	0	0
5	Dec 2023	0	0	0	0
6	Jan 2024	0	0	0	0
7	Feb 2024	0	0	0	0
8	Mar 2024	0	0	0	0
9	Apr 2024	0	1	0	1
10	May 2024	1	3	1	3
11	<b>June 2024</b>	3	6	0	9
12	<b>July 2024</b>	9	1	10 <sup>^^^</sup>	0
	<b>Grand Total</b>	0	11	11	0

\*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.

^^^All the 9 cases received from SCORES were pertaining to Scams run by individual posing as from Barclays – They were closed by SCORES

**Trend of annual disposal of complaints**

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2017-18	0	0	0	0
2	2018-19	0	2	2	0
3	2019-20	0	0	0	0
4	2020-21	0	4	4	0
5	2021-22	0	1	1	0
6	2022-23	0	1	1	0
7	2023-24	0	1	1	0
8	2024-25	0	11	11	0
	<b>Grand Total</b>	0	20	20	0