

**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 – 31/12/2024**

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	00	00	00	00	00	00	00
4	Other Sources, ODR (ifany)	00	00	00	00	00	00	00
5	<b>Grand Total</b>	<b>00</b>	<b>00</b>	<b>00</b>	<b>00</b>	<b>00</b>	<b>00</b>	<b>00</b>

^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
8	Dec, 2024	00	00	00	00
	<b>Grand Total</b>	<b>06</b>	<b>16</b>	<b>16</b>	<b>06</b>

\*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	-
	<b>Grand Total</b>	<b>00</b>	<b>52</b>	<b>52</b>	<b>00</b>