

Espresso Financial Services Private Limited

Format for Investor Complaints Data to be displayed by Stockbrokers on their respective websites

Data for every month ending – 31/07/2024.

S N	Received from	Carried forward from previous month	Receive d during the month	Total Pending	Resolved*	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	Directly from Investors	00	*48	48	48	00	00	03
2	SEBI (SCORES)	00	05	05	04	01	00	16
3	Stock Exchanges	01	05	06	06	00	00	13
4	Other Sources, ODR (if any)	00	01	01	01	00	00	04
5	Grand Total	01	59	60	59	01	00	05

^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.

Note: *Kindly note this month Espresso Direct complaint cases has increased due to Order placement Issue on 12th July, 2024.

Trend of monthly disposal of complaints

Sr. No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	May, 2024	01	31	31	01
2	June, 2024	01	11	11	01
3	July, 2024	01	59	59	01
	Grand Total	03	101	101	03

*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	07	06	01
2	2021-22	01	131	131	01
3	2022-23	01	322	314	09
4	2023-24	09	539	546	02
5	2024-25	02	124	125	-
	Grand Total	13	1123	1122	14