

**Espresso Financial Services Private Limited**

**Format for Investor Complaints Data to be displayed by Depository Participants (NSDL and CDSL) on their respective websites.**

**Data for every month ending – 31/12/2025**

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)
1	2	3	4	5	6	Pending for less than 3 months	Pending for more than 3 months	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>

<sup>^</sup>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**

<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	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
9	Jan, 2025	00	00	00	00
10	Feb, 2025	00	02	02	00
11	Mar, 2025	00	00	00	00
12	April, 2025	00	00	00	00
13	May, 2025	00	00	00	00
14	June, 2025	00	00	00	00
15	July, 2025	00	00	00	00
16	Aug, 2025	00	00	00	00
17	Sept, 2025	00	00	00	00
18	Oct, 2025	00	00	00	00
19	Nov, 2025	00	00	00	00
20	Dec, 2025	00	00	00	00
	<b>Grand Total</b>	<b>06</b>	<b>18</b>	<b>18</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**

<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	2021-22	00	10	10	00
2	2022-23	00	11	11	00
3	2023-24	00	09	09	00
4	2024-25	00	18	18	<b>00</b>
5	2025-26	00	00	00	-
	<b>Grand Total</b>	<b>00</b>	<b>54</b>	<b>54</b>	<b>00</b>