espresso
a sharekhan company

**Espresso Financial Services Private Limited**

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

**Data for every month ending – 31/10/2026**

| 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 (SCORE S 2.0) | 00 | 00 | 00 | 00 | 00 | 00 | 00 |
| 3 | Stock Exchanges | 00 | 0 | 00 | 00 | 00 | 00 | 00 |
| 4 | Other Sources, (if any) | 00 | 00 | 00 | 00 | 00 | 00 | 00 |
| 5 | **Grand Total** | **00** | **00** | **00** | **00** | **00** | **00** | **00** |

^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**

| Sr. No | Month | Carried forward from previous month | Received | Resolved* | Pending** |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April, 2025 | 02 | 01 | 03 | 00 |
| 2 | May, 2025 | 00 | 00 | 00 | 00 |
| 3 | June, 2025 | 00 | 00 | 00 | 00 |
| 4 | July, 2025 | 00 | 01 | 01 | 00 |
| 5 | Aug, 2025 | 00 | 01 | 01 | 00 |
| 6 | Sept, 2025 | 00 | 00 | 00 | 00 |
| 7 | Oct, 2025 | 00 | 00 | 00 | 00 |
| 8 | Nov, 2025 | 00 | 00 | 00 | 00 |
| 9 | Dec, 2025 | 00 | 00 | 00 | 00 |
| 10 | Jan, 2026 | 00 | 00 | 00 | 00 |
| 11 | Feb, 2026 | 00 | 00 | 00 | 00 |
| 12 | March, 2026 | 00 | 00 | 00 | 00 |
| 13 | April, 2026 | 00 | 00 | 00 | 00 |
| 14 | May, 2026 | 00 | 00 | 00 | 00 |
| 15 | June, 2026 | 00 | 00 | 00 | 00 |
| 16 | July, 2026 | 00 | 00 | 00 | 00 |
| 17 | Aug, 2026 | 00 | 00 | 00 | 00 |
| 18 | Sept, 2026 | 00 | 00 | 00 | 00 |
| 19 | Oct, 2026 | 00 | 00 | 00 | 00 |
| | **Grand Total** | **02** | **09** | **09** | **02** |

*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 | 2021-22 | 01 | 131 | 131 | 01 |
| 2 | 2022-23 | 01 | 322 | 314 | 09 |
| 3 | 2023-24 | 09 | 539 | 546 | 02 |
| 4 | 2024-25 | 02 | 207 | 207 | 02 |
| 5 | 2025-26 | 02 | 03 | 05 | 00 |
| 6 | 2026-27 | 00 | 00 | 00 | - |
| | **Grand Total** | **15** | **1202** | **1203** | **14** |