

**Citigroup Global Markets India Private Limited**  
**Investor Complaints Data for Stock Broking Business**

**Data for Month Ending January 31, 2022**

Sr No	Received From	Carried Forward from Previous Month	Received during the month	Total Pending^^	Resolved*	Pending at the end of the month **		Average Resolution on time^(in days)
						Pending for less than 3 months^^	Pending for more than 3 months	
1	Directly from Investors	1	0	1	0	1	0	0
2	SEBI (Score)	0	0	0	0	0	0	0
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources (If Any)	0	0	0	0	0	0	0
5	Grand Total	1	0	1	0	1	0	0

\*Include complaints of previous months resolved in the current month, if any.

\*\* 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

^^ Under discussion with investor for resolution

**Trend of monthly disposal of complaints**

Sr No	Month	Carried forward from previous month	Received	Resolved *	Pending**
1	Apr-21	0	1^	1^	0
2	May-21	0	0	0	0
3	Jun-21	0	0	0	0
4	Jul-21	0	1	0	1
5	Aug-21	1	0	0	1
6	Sep-21	1	1	2	0
7	Oct-21	0	0	0	0
8	Nov-21	0	0	0	0
9	Dec-21	0	1	0	1
10	Jan-22	1	0	0	1

\*Include complaints of previous months resolved in the current month, if any.

\*\* Include total complaints pending as on the last day of the month, if any

^ *The complainant was not our client and accordingly complaint was responded.*

**Trend of annual disposal of complaints**

Sr No	Year^	Carried Forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	1**	1	0
4	2020-21	0	0	0	0
5	2021-22*	0	4^^	3	1

\*Details update as on Jan 31, 2022.

^Annual trend details are provided by Financial Year.

^^ Includes one complaint received in the month of April 2021 where the complainant was not our client and accordingly complaint was responded.