

**Citigroup Global Markets India Private Limited**

**Investor Complaints Data for Stock Broking Business**

**Data for Month Ending Dec 31, 2024**

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	1	0	0	59
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	0	0	0	0	0	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.

**Trend of monthly disposal of complaints**

Sr No	Month	Carried forward from previous month	Received	Resolved *	Pending**
1	Apr-24	0	0	0	0
2	May-24	0	0	0	0
3	Jun-24	0	0	0	0
4	Jul-24	0	0	0	0
5	Aug-24	0	0	0	0
6	Sep-24	0	0	0	0
7	Oct-24	0	1	0	1
8	Nov-24	1	0	0	1
9	Dec-24	1	0	1	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

**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	2018-19	0	0	0	0
2	2019-20	0	1	1	0
3	2020-21	0	0	0	0
4	2021-22	0	5^^	4	1
5	2022-23	1	1	2	0
6	2023-24	0	1	1	0
7	2024-25*	0	1	1	0

\*Details updated as on **Dec 31<sup>st</sup> 2024**. ^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.