

Citigroup Global Markets India Private Limited

Investor Complaints Data for Stock Broking Business

Data for Month Ending July 31, 2023

| 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 | 0 | 0 | 0 | 0 | 0 | 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 | 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-23 | 0 | 0 | 0 | 0 |
| 2 | May-23 | 0 | 0 | 0 | 0 |
| 3 | June-23 | 0 | 0 | 0 | 0 |
| 4 | July-23 | 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

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 | 0 | 0 | 0 |

*Details update as on **July 31, 2023**. ^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.