

Investor Complaint pertaining to Merchant Banking activities of

IDBI Capital Markets & Securities Ltd.

Data for the month of ending July, 2024

| Sr.No | Received from | Pending as at the end of last month | Received during the particular month | Resolved* during the particular month | Total Pending during the particular month # | Pending complaint > 1months | Average Resolution time ^ (in days) |
|--------------|-------------------------|--|---|--|--|---------------------------------------|--|
| 1. | Directly from Investors | 1 | 3 | 4 | 0 | --- | 3 days |
| 2 | SEBI (SCORES) | --- | --- | --- | --- | --- | --- |
| 3 | Other Sources (if any) | --- | --- | --- | --- | --- | --- |
| | Grand Total | 1 | 3 | 4 | 0 | --- | --- |

IDBI Capital Markets & Securities Ltd.

Trends of monthly disposal of complaints pertaining to Merchant Banking Activities

| Sr.No | Month | Carried forward from previous month | Received | Resolved* | Pending# |
|--------------|----------------|--|-----------------|------------------|-----------------|
| 1. | January, 2024 | 1 | 14 | 15 | 0 |
| 2. | February, 2024 | 0 | 1 | 1 | 0 |
| 3. | March, 2024 | 0 | 2 | 2 | 0 |
| 4. | April, 2024 | 0 | 27 | 20 | 7 |
| 5. | May, 2024 | 7 | 16 | 22 | 1 |
| 6. | June, 2024 | 1 | 7 | 7 | 1 |
| 7. | July, 2024 | 1 | 3 | 4 | 0 |

* Inclusive of complaints of previous month resolved in the current month.

Inclusive of complaints pending as on the last day of the month.

IDBI Capital Markets & Securities Ltd.

**Trends of annual disposal of complaints
pertaining to Merchant Banking complaints**

(Calendar Year)

| Sr.No | Year | Carried forward from previous year | Received during the particular month | Resolved during the particular month * | Pending at the end of the particular month # |
|--------------|--------------------|---|---|---|---|
| 1. | 2021 | --- | 18 | 18 | --- |
| 2 | 2022 | --- | 18 | 18 | --- |
| 3 | 2023 | --- | 38 | 37 | 1 |
| 4 | 2024 | --- | --- | --- | --- |
| 5 | 2025 | --- | --- | --- | --- |
| | Grand Total | --- | 74 | 73 | 1 |

* Inclusive of complaints of previous years resolved in the current year.

Inclusive of complaints pending as on the last day of the year.