

**Annex – B (Buyback)**

**HSBC Securities and Capital Markets (India) Private Limited (Merchant Banker - INM000010353)**

**Complaint Data for month ending: September – 2022**

<b>SN</b>	<b>Received from</b>	<b>Pending as at end of last month</b>	<b>Received during the month</b>	<b>Resolved during the month*</b>	<b>Total pending during the month#</b>	<b>Pending complaints &gt; 1 month</b>	<b>Average resolution time^ (in days)</b>
1	Directly from investors	NIL	NIL	NIL	NIL	NIL	NIL
2	SEBI (SCORES)	NIL	NIL	NIL	NIL	NIL	NIL
3	Stock Exchanges (if relevant)	NIL	NIL	NIL	NIL	NIL	NIL
4	Other sources (if any)	NIL	NIL	NIL	NIL	NIL	NIL
5	<b>Grand Total</b>	NIL	NIL	NIL	NIL	NIL	NIL

**Trend of monthly disposal of complaints (for 5 months on a rolling basis)**

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received during the month*</b>	<b>Resolved during the month</b>	<b>Pending at the end of the month#</b>
1	May,2022	NIL	NIL	NIL	NIL
2	June,2022	NIL	NIL	NIL	NIL
3	July,2022	NIL	NIL	NIL	NIL
4	August,2022	NIL	NIL	NIL	NIL
5	September,2022	NIL	NIL	NIL	NIL

**Trend of annual (calendar year) disposal of complaints (for 5 years on rolling basis)**

<b>SN</b>	<b>YEAR</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2021	NIL	NIL	NIL	NIL
2	2022				
3	2023				
4	2024				
5	2025				

\* inclusive of complaints of previous months resolved in the current month

# inclusive of complaints pending as on last day of the month

^ Average resolution time is the sum total of time taken to resolve each complaint in days in the current month divided by total number of complaints resolved in the current month