

## Annex – B (Preference Issue)

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

**Complaint Data for month ending: April – 2025**

SN	Received from	Pending as at end of last month	Received during the month	Resolved during the month*	Total pending during the month <sup>#</sup>	Pending complaints > 1 month	Average resolution time <sup>^</sup> (in days)
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>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>

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

SN	Month	Carried forward from previous month	Received during the month*	Resolved during the month	Pending at the end of the month <sup>#</sup>
1	December, 2024	NIL	NIL	NIL	NIL
2	January, 2025	NIL	NIL	NIL	NIL
3	February, 2025	NIL	NIL	NIL	NIL
4	March, 2025	NIL	NIL	NIL	NIL
5	April, 2025	NIL	NIL	NIL	NIL

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

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