



### Investors complaints data

The Hongkong and Shanghai Banking Corporation Limited

Registration No: INM000010742

Data for month ending: 29 February 2024

| Sr. No. | Received from                 | Pending as at the end of last month | Received during particular month | Resolved during particular month* | Total Pending during particular month # | Pending complaints > 1 month | Average Resolution time^ (in days) |
|---------|-------------------------------|-------------------------------------|----------------------------------|-----------------------------------|---|------------------------------|------------------------------------|
| 1       | Directly from Investors       | 0                                   | 0                                | 0                                 | 0                                       | 0                            | NA                                 |
| 2       | SEBI (SCORES)                 | 0                                   | 0                                | 0                                 | 0                                       | 0                            | NA                                 |
| 3       | Stock exchanges (if relevant) | 0                                   | 0                                | 0                                 | 0                                       | 0                            | NA                                 |
| 4       | Other Sources (if any)        | 0                                   | 0                                | 0                                 | 0                                       | 0                            | NA                                 |
| 5       | <b>Grand Total</b>            | 0                                   | 0                                | 0                                 | 0                                       | 0                            | NA                                 |

Trend of monthly disposal of complaints for the financial year: 2022-2023

| Sr. No. | Month              | Carried forward from previous month | Received during particular month | Resolved during particular month* | Pending at the end of particular month# |
|---------|--------------------|-------------------------------------|----------------------------------|-----------------------------------|---|
| 1       | April, 2023        | 0                                   | 0                                | 0                                 | 0                                       |
| 2       | May, 2023          | 0                                   | 0                                | 0                                 | 0                                       |
| 3       | June, 2023         | 0                                   | 0                                | 0                                 | 0                                       |
| 4       | July, 2023         | 0                                   | 0                                | 0                                 | 0                                       |
| 5       | August, 2023       | 0                                   | 0                                | 0                                 | 0                                       |
| 6       | September, 2023    | 0                                   | 0                                | 0                                 | 0                                       |
| 7       | October, 2023      | 0                                   | 0                                | 0                                 | 0                                       |
| 8       | November, 2023     | 0                                   | 0                                | 0                                 | 0                                       |
| 9       | December, 2023     | 0                                   | 0                                | 0                                 | 0                                       |
| 10      | January, 2024      | 0                                   | 0                                | 0                                 | 0                                       |
| 11      | February, 2024     | 0                                   | 0                                | 0                                 | 0                                       |
|         | <b>Grand Total</b> | 0                                   | 0                                | 0                                 | 0                                       |

^ 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.

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

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

Trend of annual (financial year) disposal of complaints (for 3 years on rolling basis):

| Sr. No. | Year    | Carried forward from previous year | Received during particular year | Resolved during particular year | Pending at the end of particular year |
|---------|---------|------------------------------------|---------------------------------|---------------------------------|---------------------------------------|
| 1       | 2020-21 | 0                                  | 0                               | 0                               | 0                                     |

|   |                    |          |          |          |          |
|---|--------------------|----------|----------|----------|----------|
| 2 | 2021-22            | 0        | 0        | 0        | 0        |
| 3 | 2022-23            | 0        | 0        | 0        | 0        |
| 4 | 2023-24            | 0        | 0        | 0        | 0        |
|   | <b>Grand total</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |