

## Investor Complaints Data for Broking

### Arm Data for month ended Aug - 2025

| SN | Received from           | Carried forward from previous month | Received during the month | Total Pending | Resolved* | Pending at the                 | End of the month               | Average Resolution time^(in days) |
|----|-------------------------|-------------------------------------|---------------------------|---------------|-----------|--------------------------------|--------------------------------|-----------------------------------|
|    |                         |                                     |                           |               |           | Pending for less than 3 months | Pending for more than 3 months |                                   |
| 1  | 2                       | 3                                   | 4                         | 5             | 6         | 7                              |                                | 8                                 |
| 1  | Directly from Investors | 0                                   | 0                         | 0             | 0         | 0                              | 0                              | NA                                |
| 2  | SEBI (SCORES)           | 0                                   | 0                         | 0             | 0         | 0                              | 0                              | NA                                |
| 3  | 3 Stock Exchanges       | 0                                   | 0                         | 0             | 0         | 0                              | 0                              | NA                                |
| 4  | Other Sources (if any)  | 0                                   | 0                         | 0             | 0         | 0                              | 0                              | NA                                |
| 5  | Grand Total             | 0                                   | 0                         | 0             | 0         | 0                              | 0                              | NA                                |

### Trend of monthly disposal of complaints

| SN | Month  | Carried forward from previous month | Received | Resolved | Pending** |
|----|--------|-------------------------------------|----------|----------|-----------|
| 1  | 2      | 3                                   | 4        | 5        | 6         |
| 1  | Apr-23 | 0                                   | 0        | 0        | 0         |
| 2  | May-23 | 0                                   | 0        | 0        | 0         |
| 3  | Jun-23 | 0                                   | 0        | 0        | 0         |

|    |             |   |   |   |   |
|----|-------------|---|---|---|---|
| 4  | Jul-23      | 0 | 0 | 0 | 0 |
| 5  | Aug-23      | 0 | 0 | 0 | 0 |
| 6  | Sep-23      | 0 | 0 | 0 | 0 |
| 7  | Oct-23      | 0 | 0 | 0 | 0 |
| 8  | Nov-23      | 0 | 0 | 0 | 0 |
| 9  | Dec-23      | 0 | 0 | 0 | 0 |
| 10 | Jan-24      | 0 | 0 | 0 | 0 |
| 11 | Feb-24      | 0 | 0 | 0 | 0 |
| 12 | Mar-24      | 0 | 0 | 0 | 0 |
| 13 | Apr-24      | 0 | 0 | 0 | 0 |
| 14 | May-24      | 0 | 0 | 0 | 0 |
| 15 | Jun-24      | 0 | 0 | 0 | 0 |
| 16 | Jul-24      | 0 | 0 | 0 | 0 |
| 17 | Aug-24      | 0 | 0 | 0 | 0 |
| 18 | Sep-24      | 0 | 0 | 0 | 0 |
| 19 | Oct-24      | 0 | 0 | 0 | 0 |
| 20 | Nov-24      | 0 | 0 | 0 | 0 |
| 21 | Dec-24      | 0 | 0 | 0 | 0 |
| 22 | Jan-25      | 0 | 0 | 0 | 0 |
| 23 | Feb-25      | 0 | 0 | 0 | 0 |
| 24 | Mar-25      | 0 | 0 | 0 | 0 |
| 25 | Apr-25      | 0 | 0 | 0 | 0 |
| 26 | May-25      | 0 | 0 | 0 | 0 |
| 27 | June-25     | 0 | 0 | 0 | 0 |
| 28 | Jul-25      | 0 | 0 | 0 | 0 |
| 29 | Aug-25      | 0 | 0 | 0 | 0 |
|    | Grand Total | 0 | 0 | 0 | 0 |

\*Should include complaints of previous months resolved in the current month, if any.

\*\*Should 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 annual disposal of complaints**

| SN | Year        | Carried forward from previous year | Resolved during the year | Pending at the end of the year |
|----|-------------|------------------------------------|--------------------------|--------------------------------|
| 1  | 2017-18     | 0                                  | 0                        | 0                              |
| 2  | 2018-19     | 0                                  | 0                        | 0                              |
| 3  | 2019-20     | 0                                  | 0                        | 0                              |
| 4  | 2020-21     | 0                                  | 0                        | 0                              |
| 5  | 2021-22     | 0                                  | 0                        | 0                              |
| 6  | 2022-23     | 0                                  | 0                        | 0                              |
| 7  | 2023-24     | 0                                  | 0                        | 0                              |
| 8  | 2024-25     | 0                                  | 0                        | 0                              |
|    | Grand Total | 0                                  | 0                        | 0                              |