

## Comfort Securities Limited

### Data for every month ending

**March – 2024**

| Sr. No. | Received From           | Carried Forward from Previous Month | Received During the month | Total Pending | Resolved | Pending at the end of the month |                                | Average Resolution Time |
|---------|-------------------------|-------------------------------------|---------------------------|---------------|----------|---------------------------------|--------------------------------|-------------------------|
|         |                         |                                     |                           |               |          | Pending For less than 3 month   | Pending For More than 3 months |                         |
| 1       | Directly From Investors | 0                                   | 0                         | 0             | 0        | 0                               | 0                              | -                       |
| 2       | SEBI (SCORES)           | 0                                   | 0                         | 0             | 0        | 0                               | 0                              | -                       |
| 3       | Depositories            | 0                                   | 1                         | 0             | 1        | 0                               | 0                              | -                       |
| 4       | Other Sources (if any)  | 0                                   | 0                         | 0             | 0        | 0                               | 0                              | -                       |
| 5       | Grand Total             | 0                                   | 0                         | 0             | 0        | 0                               | 0                              | -                       |

### Trend of monthly disposal of complaints

| Serial Number | Month   | Carried forward from previous Month | Received during the Month | Resolved during the Month | Pending at the end of the Month |
|---------------|---------|-------------------------------------|---------------------------|---------------------------|---------------------------------|
| 1             | Apr-22  | 0                                   | 0                         | 0                         | 0                               |
| 2             | May-22  | 0                                   | 0                         | 0                         | 0                               |
| 3             | June-22 | 0                                   | 0                         | 0                         | 0                               |
| 4             | July-22 | 0                                   | 0                         | 0                         | 0                               |
| 5             | Aug-22  | 0                                   | 0                         | 0                         | 0                               |
| 6             | Sept-22 | 0                                   | 0                         | 0                         | 0                               |
| 7             | Oct-22  | 0                                   | 0                         | 0                         | 0                               |
| 8             | Nov-22  | 0                                   | 0                         | 0                         | 0                               |
| 9             | Dec-22  | 0                                   | 0                         | 0                         | 0                               |
| 10            | Jan-23  | 0                                   | 0                         | 0                         | 0                               |

| <b>Serial Number</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> |
|----------------------|--------------|--|----------------------------------|----------------------------------|--|
| 11                   | Feb-23       | 0  | 0                                | 0                                | 0                                      |
| 12                   | Mar-23       | 0  | 0                                | 0                                | 0                                      |
| 13                   | Apr-23       | 0  | 0                                | 0                                | 0                                      |
| 14                   | May-23       | 0  | 0                                | 0                                | 0                                      |
| 15                   | June-23      | 0  | 0                                | 0                                | 0                                      |
| 16                   | July-23      | 0  | 0                                | 0                                | 0                                      |
| 17                   | Aug-23       | 0  | 0                                | 0                                | 0                                      |
| 18                   | Sept-23      | 0  | 1                                | 1                                | 0                                      |
| 19                   | Oct-23       | 0  | 0                                | 0                                | 0                                      |
| 20                   | Nov-23       | 0  | 0                                | 0                                | 0                                      |
| 21                   | Dec-23       | 0  | 0                                | 0                                | 0                                      |
| 22                   | Jan-24       | 0  | 0                                | 0                                | 0                                      |
| 23                   | Feb-24       | 0  | 1                                | 1                                | 0                                      |
| 24                   | March-24     | 0  | 0                                | 0                                | 0                                      |

### **Trend of annual disposal of complaints**

| <b>Serial Number</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                    | 2017-2018   | 0   | 0                               | 0                               | 0                                     |
| 2                    | 2018-2019   | 0   | 0                               | 0                               | 0                                     |
| 3                    | 2019-2020   | 0   | 0                               | 0                               | 0                                     |
| 4                    | 2020-2021   | 0   | 0                               | 0                               | 0                                     |
| 5                    | 2021-2022   | 0   | 0                               | 0                               | 0                                     |
| 6                    | 2022-2023   | 0   | 0                               | 0                               | 0                                     |
| 7                    | 2023-2024   | 0   | 2                               | 2                               | 0                                     |