

**Disclosure of Complaint Data by The Hongkong and Shanghai Banking Corporation Limited for
Portfolio Advisory Services**

| Data for the month ending – August 2023 | | | | | | | |
|---|-------------------------|----------------------------------|----------|----------|----------------|-----------------------------|------------------------------------|
| Sr no | Received from | Pending at the end of last month | Received | Resolve* | Total Pending# | Pending complaints > 3 mths | Average Resolution time^ (in days) |
| 1 | Directly from Investors | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 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.

| Trend of monthly disposal of complaints | | | | | |
|---|----------------|------------------------------------|----------|------------|-----------|
| SN | Year | Carried forward from previous year | Received | Resolved** | Pending## |
| 1 | September 2022 | NA | NA | NA | NA |
| 2 | October 2022 | NA | NA | NA | NA |
| 3 | November 2022 | NA | NA | NA | NA |
| 4 | December 2022 | NA | NA | NA | NA |
| 5 | January 2023 | NA | NA | NA | NA |
| 6 | February 2023 | NA | NA | NA | NA |
| 7 | March 2023 | NA | NA | NA | NA |
| 8 | April 2023 | NA | NA | NA | NA |
| 9 | May 2023 | NA | NA | NA | NA |
| 10 | June 2023 | NA | NA | NA | NA |
| 11 | July 2023 | 0 | 0 | 0 | 0 |
| 12 | August 2023 | 0 | 0 | 0 | 0 |

| Trend of annual disposal of complaints | | | | | |
|--|--------------------|------------------------------------|-----------|------------|-----------|
| SN | Year | Carried forward from previous year | Received | Resolved** | Pending## |
| 1 | 2020-2021 | NA | NA | NA | NA |
| 2 | 2021-2022 | NA | NA | NA | NA |
| 3 | 2022-2023 | NA | NA | NA | NA |
| | Grand Total | NA | NA | NA | NA |

** Inclusive of complaints of previous years resolved in the current year. ## Inclusive of complaints pending as on the last day of the year.