

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

<b>Data for the month ending – October 2023</b>							
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
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

^ 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.

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

<b>Trend of annual disposal of complaints</b>					
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
	<b>Grand Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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