



SPFL Securities Limited

CIN No. : U74899DL1995PLC069581
GSTIN No. : 09AABCS2452C1ZP
Member : NSEIL & BSE LTD.
D P : NSDL & CDSL
15/63-L, Civil Lines, Kanpur - 208001 (Uttar Pradesh)
Ph. : 7376325889, 7376335889

Annexure – B

Investor Complaints Data

Data for the month ending May 2022

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	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0	0



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Trend of monthly disposal of complaints

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	April -2021	0	0	0	0
2	May-2021	0	0	0	0
3	June-2021	0	0	0	0
4	July-2021	0	0	0	0
5	Aug-2021	0	0	0	0
6	September-2021	0	0	0	0
7	October-2021	0	0	0	0
8	November-2021	0	0	0	0
9	December-2021	0	1	1	0
10	January-2022	0	0	0	0
11	February-2022	0	1	1	0
12	March-2022	0	0	0	0
13	April – 2022	0	1	1	0
14	May – 2022	0	0	0	0
	Grand Total		2	2	

*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 forwards from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	1	1	0
2	2018-19	0	1	0	1
3	2019-20	1	3	4	0
4	2020-21	0	2	2	0
5	2021-22	0	1	1	0
6	2022-23	0	0	0	0
	Grand Total		8	8	