

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

| Data for the month ending – June 2024 | | | | | | | |
|---------------------------------------|-------------------------|----------------------------------|----------|----------|----------------|-----------------------------|------------------------------------|
| 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 | July 2023 | 0 | 0 | 0 | 0 |
| 2 | August 2023 | 0 | 0 | 0 | 0 |
| 3 | September 2023 | 0 | 0 | 0 | 0 |
| 4 | October 2023 | 0 | 0 | 0 | 0 |
| 5 | November 2023 | 0 | 0 | 0 | 0 |
| 6 | December 2023 | 0 | 0 | 0 | 0 |
| 7 | January 2024 | 0 | 0 | 0 | 0 |
| 8 | February 2024 | 0 | 0 | 0 | 0 |
| 9 | March 2024 | 0 | 0 | 0 | 0 |
| 10 | April 2024 | 0 | 0 | 0 | 0 |
| 11 | May 2024 | 0 | 0 | 0 | 0 |
| 12 | June 2024 | 0 | 0 | 0 | 0 |

| Trend of annual disposal of complaints | | | | | |
|--|-------------|------------------------------------|----------|------------|-----------|
| SN | Year | Carried forward from previous year | Received | Resolved** | Pending## |
| 1 | 2022-2023 | NA | NA | NA | NA |
| 2 | 2023-2024 | 0 | 0 | 0 | 0 |
| 3 | 2024-2025 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |

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