

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

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