

**Annexure – B**

**Investor Complaints of Libord Brokerage Pvt. Ltd. - PMS for the period ended June 2024**

**I. Data for every month ending**

| 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  | 2                       | 3                                   | 4                         | 5             | 6         | 7(a)                              | 7(b)                           | 8                                  |
| 1  | Directly from Investors | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | 0                                  |
| 2  | SEBI (SCORE S)          | 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  | <b>Grand Total</b>      | 0                                   | 0                         | 0             | 0         | 0                                 | 0                              | 0                                  |

\*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.

**II. Trend of monthly Disposal of Complaints**

| SN | Month              | Carried forward from previous month | Received | Resolved* | Pending** |
|----|--------------------|-------------------------------------|----------|-----------|-----------|
| 1  | 2                  | 3                                   | 4        | 5         | 6         |
| 1  | Jul-23             | Nil                                 | Nil      | NA        | NA        |
| 2  | Aug-23             | Nil                                 | Nil      | NA        | NA        |
| 3  | Sep-23             | Nil                                 | Nil      | NA        | NA        |
| 4  | Oct-23             | Nil                                 | Nil      | NA        | NA        |
| 5  | Nov-23             | Nil                                 | Nil      | NA        | NA        |
| 6  | Dec-23             | Nil                                 | Nil      | NA        | NA        |
| 7  | Jan-24             | Nil                                 | Nil      | NA        | NA        |
| 8  | Feb-24             | Nil                                 | Nil      | NA        | NA        |
| 9  | Mar-24             | Nil                                 | Nil      | NA        | NA        |
| 10 | Apr-24             | Nil                                 | Nil      | NA        | NA        |
| 11 | May-24             | Nil                                 | Nil      | NA        | NA        |
| 12 | Jun-24             | Nil                                 | Nil      | NA        | NA        |
|    | <b>Grand Total</b> | Nil                                 | Nil      | NA        | NA        |

**III. Trend of Annual Disposal of Complaints**

| SN | Year               | Carried forward from previous year | Received during the year | Resolved during the year | Pending** |
|----|--------------------|------------------------------------|--------------------------|--------------------------|-----------|
| 1  | 2                  | 3                                  | 4                        | 5                        | 6         |
| 1  | 2020-21            | -                                  | 1                        | 1                        | -         |
| 2  | 2021-22            | -                                  | -                        | -                        | -         |
| 3  | 2022-23            | -                                  | -                        | -                        | -         |
| 4  | 2023-24            | -                                  | -                        | -                        | -         |
| 5  | 2024-25            | -                                  | -                        | -                        | -         |
|    | <b>Grand Total</b> | -                                  | 1                        | 1                        | -         |