

Annexure C

Complaints against SBI-SG Global Securities Services Pvt. Ltd. (DP)

Data for the Month ending Aug 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 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from Investors | 0 | 0 | 0 | 0 | 0 | | 0 |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | | 0 |
| 3 | Depositories | 0 | 0 | 0 | 0 | 0 | | 0 |
| 4 | Other Sources (if any) | 0 | 0 | 0 | 0 | 0 | | 0 |
| 5 | Grand Total | 0 | 0 | 0 | 0 | 0 | | 0 |

Trend of monthly disposal of complaints for the Financial Year

| SN | Month | Carried forward from previous month | Received | Resolved* | Pending** |
|----|--------------------|-------------------------------------|----------|-----------|-----------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April 2022 | 0 | 0 | 0 | 0 |
| 2 | May 2022 | 0 | 0 | 0 | 0 |
| 3 | Jun 2022 | 0 | 0 | 0 | 0 |
| 4 | Jul 2022 | 0 | 0 | 0 | 0 |
| 5 | Aug 2022 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |

SBI-SG Global Securities Services Pvt. Ltd.

A Joint Venture of State Bank of India & Société Générale

Regd. & Corporate Off.: "B Wing" "Jeevan Seva" Annexe Bldg.,
Ground Floor, S.V. Road, Santacruz (West), Mumbai, Maharashtra,
India, 400054

Tel. : +91-22-4206 6166 / 2610 5910
Fax : +91-22-2610 8574 / 2610 8726
Email ID : sbicssl@sbigscsl.co.in

Visit us at : www.sbigscsl.co.in
CIN: U74900MH2008PTC182269
GST No. : 27AAMCS4727R1ZF



*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 (FY) disposal of complaints (For 3 years on rolling basis)-

| SN | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|----|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1 | 2020-21 | 0 | 0 | 0 | 0 |
| 2 | 2021-22 | 0 | 0 | 0 | 0 |
| 3 | 2022-23 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |

SBI-SG Global Securities Services Pvt. Ltd.

A Joint Venture of State Bank of India & Société Générale

Regd. & Corporate Off.: "B Wing" "Jeevan Seva" Annexe Bldg.,
Ground Floor, S.V. Road, Santacruz (West), Mumbai, Maharashtra,
India, 400054

Tel. : +91-22-4206 6166 / 2610 5910
Fax : +91-22-2610 8574 / 2610 8726
Email ID : sbicsl@sbigcsl.co.in

Visit us at : www.sbigcsl.co.in
CIN: U74900MH2008PTC182269
GST No. : 27AAMCS4727R1ZF