

JP Morgan Custody

A. Data for the Month ending Feb 2024-

S.No	Received from	Pending at the end of the last month	Received during the month	Resolved during the month*	Total Pending at the end of month **	Complaints Pending > 1 month	Average Resolution time^ (in days)
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil	Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil
3	Depositories	Nil	Nil	Nil	Nil	Nil	Nil
4	Stock Exchanges (if relevant)	NA	NA	NA	NA	NA	NA
5	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil
	Grand Total	Nil	Nil	Nil	Nil	Nil	Nil

B. Trend of Monthly disposal of complaints for the Financial Year-

SN	Month	Carried forward from previous month	Received during the month	Resolved during the month *	Pending at the end of the month **
1	April 2023	Nil	Nil	Nil	Nil
2	May 2023	Nil	Nil	Nil	Nil
3	June 2023	Nil	Nil	Nil	Nil
4	July 2023	Nil	Nil	Nil	Nil
5	Aug 2023	Nil	Nil	Nil	Nil
6	Sep 2023	Nil	Nil	Nil	Nil
7	Oct 2023	Nil	Nil	Nil	Nil
8	Nov 2023	Nil	Nil	Nil	Nil
9	Dec 2023	Nil	Nil	Nil	Nil
10	Jan 2024	Nil	Nil	Nil	Nil
11	Feb 2024	Nil	Nil	Nil	Nil

* Inclusive of complaints of previous months resolved in the current month.

** Inclusive of complaints pending as on the last day of the month.

^ 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.

C. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

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