

# KEYNOTE

Investor Complaints Data to be displayed by Registered Merchant Bankers on their respective websites as per SEBI Circular No. SEBI/HO/CFD/DCR2/P/CIR/2021/0661 dated 23<sup>rd</sup> November, 2021 and SEBI/HO/DDHS/P/CIR/2021/0669 dated 26<sup>th</sup> November, 2021.

Data for January 31, 2023

| Sr No. | Received from                 | Pending as at the end of last month | Received during the particular month | Resolved during the particular month* | Total Pending during the particular month # | Pending complaints > 1 month | Average Resolution time^ (in days) |
|--------|-------------------------------|-------------------------------------|--------------------------------------|---------------------------------------|---|------------------------------|------------------------------------|
| 1      | Directly from Investors       | 0                                   | 0                                    | 0                                     | 0   |                              |                                    |
| 2      | SEBI (SCORES)                 | 0                                   | 0                                    | 0                                     | 0   |                              |                                    |
| 3      | Stock Exchanges (if relevant) | 0                                   | 0                                    | 0                                     | 0   |                              |                                    |
| 4      | Other Sources (if any)        | 0                                   | 0                                    | 0                                     | 0   |                              |                                    |
|        | <b>Grand Total</b>            | <b>0</b>                            | <b>0</b>                             | <b>0</b>                              | <b>0</b>                                    |                              |                                    |

Trend of monthly disposal of complaints (For 5 months on rolling basis)-

| Sr No. | Month              | Carried forward from previous month | Received during the particular month | Resolved during the particular month* | Pending at the end of the particular month # |
|--------|--------------------|-------------------------------------|--------------------------------------|---------------------------------------|--|
| 1      | October, 2022      | 0                                   | 0                                    | 0                                     | 0  |
| 2      | November, 2022     | 0                                   | 0                                    | 0                                     | 0  |
| 3      | December, 2022     | 0                                   | 0                                    | 0                                     | 0  |
| 4      | January, 2023      | 0                                   | 0                                    | 0                                     | 0  |
| 5      | February, 2023     | 0                                   | 0                                    | 0                                     | 0  |
|        | <b>Grand Total</b> | <b>0</b>                            | <b>0</b>                             | <b>0</b>                              | <b>0</b>                                     |

^ 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.

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

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

NA – Not Applicable



**Keynote Financial Services Limited**

The Ruby, 9th Floor, Senapati Bapat Marg, Dadar (West), Mumbai - 400028  
Tel.: 91 22 6826 6000 · Fax: 91 22 6826 6088 Email: info@keynoteindia.net · Website: www.keynoteindia.net  
CIN-L67120MH1993PLC072407