

**JM Financial Limited**

**Investor Complaints Data - IPO and FPO including OFS**

**Data for the month of May 2024**

| 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       | -                                   | 6                                    | 6                                     | -   | -                            | 3                                  |
| 2       | SEBI (SCORES)                 | -                                   | -                                    | -                                     | -   | -                            | -                                  |
| 3       | Stock Exchanges (if relevant) | -                                   | -                                    | -                                     | -   | -                            | -                                  |
| 4       | Other Sources (if any)        | -                                   | -                                    | -                                     | -   | -                            | -                                  |
| 5       | <b>Grand Total</b>            | -                                   | 6                                    | 6                                     | -   | -                            | 3                                  |

\* 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.

**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       | January 2024       | 23                                  | 32                                   | 53                                     | 2  |
| 2       | February 2024      | 2                                   | 9                                    | 8                                      | 3  |
| 3       | March 2024         | 3                                   | 15                                   | 15                                     | 3  |
| 4       | April 2024         | 3                                   | 3                                    | 6                                      | -  |
| 5       | May 2024           | -                                   | 6                                    | 6                                      | -  |
|         | <b>Grand Total</b> | <b>31</b>                           | <b>65</b>                            | <b>88</b>                              | <b>8</b>                                     |

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

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

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Trend of annual (Calendar Year) disposal of complaints (For 5 years on rolling basis) \*

| Sr. No. | Year               | Carried forward from previous year | Received during the particular year | Resolved during the particular year | Pending at the end of the particular year |
|---------|--------------------|------------------------------------|-------------------------------------|-------------------------------------|---|
| 1       | 2022               | 16                                 | 119                                 | 124                                 | 11  |
| 2       | 2023               | 11                                 | 175                                 | 163                                 | 23  |
| 3       | 2024               | 23                                 |                                     |                                     |   |
| 4       | 2025               |                                    |                                     |                                     |   |
| 5       | 2026               |                                    |                                     |                                     |   |
|         | <b>Grand Total</b> | 50                                 | 294                                 | 287                                 | 34  |

\* Data shall be updated after the completion of respective calendar year.