

The said information has been updated for information of Debenture Holders, Other Intermediaries  
and General Public in compliance with SEBI Circular  
"SEBI/HO/MIRSD/MIRSD\_CRADT/P/CIR/2021/675 dated November 30, 2021"  
as per Annexure B: Disclosure of complaints by Debenture Trustees (DTs) on their Websites  
for the Month of September 2025

Name: Centbank Financial Services Limited  
Registration No: IND000000502  
Date of Reg: 11.12.2009

Data for the month ending September 2025

| S. No. | 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      | Directly from Investors       | -                                   | 1                         | 0               | 1         | 0                                 | 0                              | 0.00                               |
| 2      | SEBI (SCORES)                 | -                                   | -                         | -               | -         | -                                 | -                              | -                                  |
| 3      | Stock Exchanges (if relevant) | -                                   | -                         | -               | -         | -                                 | -                              | -                                  |
| 4      | Other Sources (if any)        | -                                   | -                         | -               | -         | -                                 | -                              | -                                  |
| 5      | <b>Grand Total</b>            | <b>0</b>                            | <b>1</b>                  | <b>0</b>        | <b>1</b>  | <b>0</b>                          | <b>0</b>                       | <b>0.00</b>                        |

\*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.

Month – wise complaints data on half yearly basis:

| SN | Month              | Carried forward from previous month | Received | Resolved | Pending  |
|----|--------------------|-------------------------------------|----------|----------|----------|
| 1  | Apr-25             | 0                                   | 3        | 3        | 0        |
| 2  | May-25             | 0                                   | 2        | 2        | 0        |
| 3  | Jun-25             | 0                                   | 1        | 1        | 0        |
| 4  | Jul-25             | 0                                   | 1        | 1        | 0        |
| 5  | Aug-25             | 0                                   | 1        | 1        | 0        |
| 6  | September          | 0                                   | 1        | 1        |          |
|    | <b>Grand Total</b> |                                     | <b>9</b> | <b>9</b> | <b>0</b> |

Trend of annual (Calendar Year) disposal of complaints (for 5 years on rolling basis)

| SN | Year               | Carried forward | Received   | Resolved   | Pending  |
|----|--------------------|-----------------|------------|------------|----------|
| 1  | 2021-22            | 0               | 73         | 73         | 0        |
| 2  | 2022-23            | 0               | 171        | 171        | 0        |
| 3  | 2023-24            | 0               | 87         | 87         | 0        |
| 4  | 2024-25            | 0               | 20         | 20         | 0        |
| 5  | 2025-26            | 0               | 11         | 11         | 0        |
|    | <b>Grand Total</b> | <b>0</b>        | <b>362</b> | <b>362</b> | <b>0</b> |