

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 December 2023

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

Data for the month ending December 2023

| 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 | - | 3 | 0 | 3 | 0 | 0 | 1.00 |
| 2 | SEBI (SCORES) | - | - | - | - | - | - | - |
| 3 | Stock Exchanges (if relevant) | - | - | - | - | - | - | - |
| 4 | Other Sources (if any) | - | - | - | - | - | - | - |
| 5 | Grand Total | 0 | 3 | 0 | 3 | 0 | 0 | 1.00 |

*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 | July, 2023 | 1 | 11 | 12 | 0 |
| 2 | Aug, 2023 | 0 | 7 | 7 | 0 |
| 3 | Sept, 2023 | 0 | 10 | 10 | 3 |
| 4 | Oct, 2023 | 2 | 26 | 28 | 2 |
| 5 | Nov, 2023 | 0 | 3 | 3 | 0 |
| 6 | Dec. 2023 | 0 | 3 | 3 | 0 |
| | Grand Total | | 60 | 63 | 5 |

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

| SN | Year | Carried forward from previous year | Received | Resolved | Pending |
|----|--------------------|------------------------------------|------------|------------|----------|
| 1 | 2019-20 | 0 | 20 | 20 | 0 |
| 2 | 2020-21 | 0 | 4 | 4 | 0 |
| 3 | 2021-22 | 0 | 73 | 73 | 0 |
| 4 | 2022-23 | 0 | 171 | 171 | 0 |
| 5 | 2023-24 | 0 | 87 | 89 | 0 |
| | Grand Total | 0 | 355 | 357 | 0 |