

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 November 2022

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

**Data for the month ending November 2022**

| 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       | 0                                   | 9                         | 0               | 9         | 0                                 | 0                              | 2.22                               |
| 2      | SEBI (SCORES)                 | -                                   | -                         | -               | -         | -                                 | -                              | -                                  |
| 3      | Stock Exchanges (if relevant) | -                                   | -                         | -               | -         | -                                 | -                              | -                                  |
| 4      | Other Sources (if any)        | -                                   | -                         | -               | -         | -                                 | -                              | -                                  |
| 5      | <b>Grand Total</b>            | <b>0</b>                            | <b>9</b>                  | <b>0</b>        | <b>9</b>  | <b>0</b>                          | <b>0</b>                       | <b>2.22</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  | June, 2022         | 2                                   | 22        | 24        | 0       |
| 2  | July, 2022         | 0                                   | 8         | 8         | 0       |
| 3  | August, 2022       | 0                                   | 6         | 5         | 1       |
| 4  | Sept, 2022         | 1                                   | 19        | 19        | 1       |
| 5  | Oct, 2022          | 1                                   | 4         | 5         | 0       |
| 6  | Nov, 2022          | 0                                   | 9         | 9         | 0       |
|    | <b>Grand Total</b> |                                     | <b>68</b> | <b>70</b> |         |

Notes 1: In Month- wise complaints data on half yearly basis, number of complaints is of default cases only and are mostly in nature on enquires and not actual complaints.

**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  | 2017-18            | 0                                  | 0          | 0          | 0        |
| 2  | 2018-19            | 0                                  | 85         | 85         | 0        |
| 3  | 2019-20            | 0                                  | 20         | 20         | 0        |
| 4  | 2020-21            | 0                                  | 4          | 4          | 0        |
| 5  | 2021-22            | 0                                  | 73         | 73         | 0        |
|    | <b>Grand Total</b> | <b>0</b>                           | <b>182</b> | <b>182</b> | <b>0</b> |