

Beacon Trusteeship Limited

I. Complaints Data for the month ending November 30, 2024

| Sr. 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 | 4 | 27 | 5 | 26 | 5 | 0 | 14.73 |
| 2 | SEBI SCORES | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Stock Exchanges | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 4 | 27 | 5 | 26 | 5 | 0 | 14.73 |

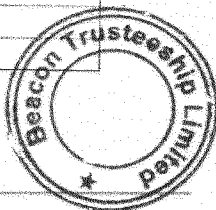
* Average resolution time is the sum total of time taken to resolve each complaint in the current month divided by total number of complaints resolved in the current month.

II. Month wise complaints data on half yearly basis:

| Sr. No. | Month | Carried forward from previous month | Received | Resolved | Pending |
|---------|--------------------|-------------------------------------|------------|------------|----------|
| 1 | June 2024 | 9 | 11 | 14 | 6 |
| 2 | July 2024 | 6 | 26 | 23 | 9 |
| 3 | August 2024 | 9 | 38 | 26 | 21 |
| 4 | September 2024 | 21 | 23 | 39 | 5 |
| 5 | October 2024 | 5 | 14 | 15 | 4 |
| 6 | November 2024 | 4 | 27 | 26 | 5 |
| | Grand Total | 9 | 139 | 143 | 5 |

III. Trend of annual disposal of complaints (for 5 years):

| Sr. No. | Year | Carried forward from previous year | Received | Resolved | Pending |
|---------|--------------------|------------------------------------|------------|------------|----------|
| 1 | 2020 – 2021 | 0 | 0 | 0 | 0 |
| 2 | 2021 – 2022 | 0 | 20 | 18 | 2 |
| 3 | 2022 – 2023 | 2 | 34 | 35 | 1 |
| 4 | 2023 – 2024 | 1 | 85 | 81 | 5 |
| 5 | 2024 – 2025 | 5 | 158 | 158 | 5 |
| | Grand Total | 0 | 297 | 292 | 5 |



BEACON TRUSTEESHIP LIMITED

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Mumbai | Bengaluru | Ahmedabad | Pune | Kolkata | Chandigarh | Shimla (HP) | Patna | Delhi | Jaipur | Chennai | GIFT IFSC | Bhopal | Indore | Kochi | Nagpur | Bhubaneswar | Thiruvananthapuram | Lucknow | Hyderabad

B. M. G. 90