

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 January 2023

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

Data for the month ending January 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 | 0 | 6 | 0 | 6 | 0 | 0 | 4.50 |
| 2 | SEBI (SCORES) | - | - | - | - | - | - | - |
| 3 | Stock Exchanges (if relevant) | - | - | - | - | - | - | - |
| 4 | Other Sources (if any) | - | - | - | - | - | - | - |
| 5 | Grand Total | 0 | 6 | 0 | 6 | 0 | 0 | 4.50 |

*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 | August, 2022 | 0 | 6 | 5 | 1 |
| 2 | Sept, 2022 | 1 | 19 | 19 | 1 |
| 3 | Oct, 2022 | 1 | 4 | 5 | 0 |
| 4 | Nov, 2022 | 0 | 9 | 9 | 0 |
| 5 | Dec, 2022 | 0 | 9 | 9 | 0 |
| 6 | Jan, 2023 | 0 | 6 | 6 | 0 |
| | Grand Total | | 53 | 53 | |

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 |
| | Grand Total | 0 | 182 | 182 | 0 |