



## INTERACTIVE FINANCIAL SERVICES LIMITED

Interactive Financial Services Limited (IFSL) under the SEBI Registration No. INM000012856 carries Merchant Banking activity. This the data on complaints received against us or against issues dealt by us and redressal thereof is prepared by IFSL with due reference and in compliance to SEBI Circular SEBI/HO/CFD/DCR2/P/CIR/2021/0661 dated November 23, 2021

### Data for month ending –September 2023

Sr. No.	Received from	Pending as at the end of last month	Received during the particular month	Resolved during the particular month*	Total Pending during the particular month #	Pending complaints > 1 month	Average Resolution time <sup>^</sup> (in days)
1.	Directly from Investors	Nil	Nil	Nil	Nil	Nil	Nil
2.	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil
3.	Stock Exchanges (if relevant)	Nil	Nil	Nil	Nil	Nil	Nil
4.	Other Sources (if any)	Nil	01	Nil	01	Nil	Nil
	<b>Grand Total</b>	<b>Nil</b>	<b>01</b>	<b>Nil</b>	<b>01</b>	<b>Nil</b>	<b>Nil</b>

<sup>^</sup> Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

\* Inclusive of complaints of previous months resolved in the current month.

# Inclusive of complaints pending as on the last day of the month.



## INTERACTIVE FINANCIAL SERVICES LIMITED

### Trend of monthly disposal of complaints (For 5 months on rolling basis)

Sr. No.	Months	Carried forward from previous month	Received during the particular month	Resolved during the particular month	Pending at the end of the particular month
1.	April 2023	Nil	Nil	Nil	Nil
2.	May 2023	Nil	Nil	Nil	Nil
3.	June 2023	Nil	Nil	Nil	Nil
4.	July 2023	Nil	01	01	Nil
5.	August 2023	Nil	Nil	Nil	Nil
6.	September 2023	Nil	01	Nil	01
	<b>Grand Total</b>	<b>Nil</b>	<b>02</b>	<b>01</b>	<b>01</b>

\* Inclusive of complaints of previous months resolved in the current month.

# Inclusive of complaints pending as on the last day of the month.

### Trend of annual (Calendar year) disposal of complaints (For 5 years on rolling basis)

Sr. No.	Years	Carried forward from previous year	Received during the particular year	Resolved during the particular year	Pending at the end of the particular year
1.	Calender Year - 2019	Nil	Nil	Nil	Nil
2.	Calender Year – 2020	Nil	Nil	Nil	Nil
3.	Calender Year – 2021	Nil	Nil	Nil	Nil
4.	Calender Year – 2022	Nil	Nil	Nil	Nil
5.	Calender Year - 2023	Nil	02	01	Nil
	<b>Grand Total</b>	<b>Nil</b>	<b>02</b>	<b>01</b>	<b>Nil</b>

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