

Annexure B - Investor Charter

Complaint Data to be displayed by Depository Participant– Spaisa Capital Ltd.

| Jan Month Data (Uploaded in Feb 2026) | | | | | | | | |
|---------------------------------------|---------------------------|-------------------------------------|---------------------------|---------------|-----------|-----------------------------------|--------------------------------|---|
| Sr No. | Received form | Carried forward from previous month | Received during the month | Total Pending | Resolved* | Pending at the end of the month** | | Average Resolution in time (In days)^ |
| | | | | | | Pending for less than 3 month | Pending for more than 3 months | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | | 8 |
| 1 | Directly from investors | 1 | 8 | 9 | 7 | 2 | 0 | 5 Days |
| 2 | SEBI SCORES CDSL | 0 | 0 | 0 | 0 | 0 | 0 | 0 Days |
| 3 | Depository | 0 | 3 | 3 | 1 | 2 | 0 | 1 Days |
| 4 | Other Sources (Smart ODR) | 1 | 0 | 0 | 1 | 0 | 0 | 11 Days |
| | Grand Total | 2 | 11 | 12 | 9 | 4 | 0 | 1 day |

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| Trend of monthly disposal of complaints | | | | | |
|---|--------------------|-------------------------------------|------------|------------|-----------|
| Sr No. | Month | Carried forward from previous month | Received | Resolved* | Pending** |
| 1 | Apr-25 | 0 | 15 | 12 | 3 |
| 2 | May-25 | 3 | 19 | 22 | 0 |
| 3 | Jun-25 | 0 | 17 | 13 | 4 |
| 4 | Jul-25 | 4 | 10 | 13 | 1 |
| 5 | Aug-25 | 1 | 10 | 11 | 0 |
| 6 | Sep-25 | 0 | 8 | 8 | 0 |
| 7 | Oct-25 | 0 | 2 | 2 | 0 |
| 8 | Nov-25 | 0 | 5 | 3 | 2 |
| 9 | Dec-25 | 1 | 16 | 15 | 2 |
| 10 | Jan-26 | 2 | 11 | 9 | 4 |
| | Grand Total | 11 | 113 | 108 | 15 |

| Year-wise data (for 5 years on rolling basis) | | | | | |
|---|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| Sr No. | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | 2021-22 | 10 | 887 | 886 | 11 |
| 2 | 2022-23 | 11 | 445 | 442 | 14 |
| 3 | 2023-24 | 14 | 1359 | 1343 | 30 |
| 4 | 2024-25 | 30 | 1576 | 1606 | 0 |
| 5 | 2025-26 | 0 | 113 | 108 | 2 |
| | Grand Total | 65 | 3935 | 3943 | 52 |

Note: For the Financial Year ended 2024-25 count of complaints carried forward from previous year was inadvertently captured as 284 instead of correct count i.e. 30. Resultantly, the count under the column "Pending at the end of the year" got captured as 260 which was supposed to be "0" as there were NIL complaints pending as on 31.03.2025. Therefore, as a corrective measure we have considered the count of carried forward from previous year as "0" for the month April' 2025 in the category of Depository Participant.