

**Pioneer Investcorp Limited – SEBI Registered Merchant Banker (SEBI Reg. no. INM000002988)**

**Investor Grievance Data**

**1. Data for the month from 1<sup>st</sup> April 2023 till 31<sup>st</sup> January 2024.**

| Sr. No. | Investor Complaints received from | Pending as at the end of the last month | Received | Resolved * | Total Pending # | Pending complaints > 3months | Average Resolution time ^ (in days ) |
|---------|-----------------------------------|---|----------|------------|-----------------|------------------------------|--------------------------------------|
| 1       | Directly from Investors           | Nil                                     | Nil      | Nil        | Nil             | Nil                          | Nil                                  |
| 2       | SEBI (SCORES)                     | Nil                                     | Nil      | Nil        | Nil             | Nil                          | Nil                                  |
| 3       | Other Sources (if any)            | Nil                                     | Nil      | Nil        | Nil             | Nil                          | Nil                                  |
|         | <b>Total</b>                      | Nil                                     | Nil      | Nil        | Nil             | Nil                          | Nil                                  |

^Average Resolution time is the sum total of time taken to resolve each complaint in days in the current quarter divided by total number of complaints resolved in the current quarter.

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

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

**2. Trend of monthly disposal of complaints**

| Sr. No. | Month           | Carried forward from previous month | Received | Resolved* | Pending # |
|---------|-----------------|-------------------------------------|----------|-----------|-----------|
| 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                                 | Nil      | Nil       | Nil       |
| 5       | August, 2023    | Nil                                 | Nil      | Nil       | Nil       |
| 6       | September, 2023 | Nil                                 | Nil      | Nil       | Nil       |

|    |                |     |     |     |     |
|----|----------------|-----|-----|-----|-----|
| 7  | October, 2023  | Nil | Nil | Nil | Nil |
| 8  | November, 2023 | Nil | Nil | Nil | Nil |
| 9  | December, 2023 | Nil | Nil | Nil | Nil |
| 10 | January, 2024  | Nil | Nil | Nil | Nil |
|    | Grand Total    | Nil | Nil | Nil | Nil |

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

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

### 3. Trend of annual disposal of complaints

| Sr. No. | Year               | Carried forward from Previous year | Received | Resolved** | Pending ## |
|---------|--------------------|------------------------------------|----------|------------|------------|
| 1       | 2021-22            | Nil                                | Nil      | Nil        | Nil        |
| 2       | 2022-23            | Nil                                | Nil      | Nil        | Nil        |
| 3       | 2023-24            | Nil                                | Nil      | Nil        | Nil        |
|         |                    |                                    |          |            |            |
|         | <b>Grand Total</b> | Nil                                | Nil      | Nil        | Nil        |

\*\* Inclusive of complaints of previous years resolved in the current year.

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

**4)To register a formal complaint with Mr. Amit Chandra – Compliance officer, please write to [mbcompliance@pinc.co.in](mailto:mbcompliance@pinc.co.in) with your following details:**

- i) Full name
- ii) Registered mobile number
- iii) PAN card
- iv) Nature of complaint

(On clicking the email id- the link will give direct access to mail from there, investor will mail mentioning above details)

**5) SCORES website link <https://scores.gov.in/scores/Welcome.html>**

(On Clicking SCORES it will take directly to website to lodge the complaint)

**6) SMART ODR Link <https://smartodr.in/login>**