



# ACML CAPITAL MARKETS LIMITED

(Formerly : ASE Capital Markets Limited)

CIN : U67120GJ2000PLC037431 Member: BSE & NSE, SEBI Regn. No. : INZ000260134 CDSL DP: 15200 & NSDL DP: IN302461

SEBI DP Regn. No. : IN-DP-427-2019 GSTIN : 24AADCA4629D1Z4

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## Investor Complaints Data – Broker

### Data for every month ending May-2025

| S<br>N | Received from              | Carried<br>forward from<br>previous<br>month | Received<br>during<br>the<br>month | Total<br>Pending | Resolved* | Pending at the end of<br>the month**    |   | Average<br>Resolution<br>time^(in days) |
|--------|----------------------------|--|------------------------------------|------------------|-----------|---|---|---|
|        |                            |  |                                    |                  |           | Pending<br>for<br>less than<br>3 months | Pending<br>for more<br>than 3<br>months |   |
| 1      | 2                          | 3  | 4                                  | 5                | 6         | 7                                       |   | 8                                       |
| 1      | Directly from<br>Investors | 0  | 0                                  | 0                | 0         | 0                                       |   |   |
| 2      | SEBI(SCORES<br>2.0)        | 0  | 0                                  | 0                | 0         | 0                                       |   |   |
| 3      | Stock<br>Exchanges         | 0  | 0                                  | 0                | 0         | 0                                       |   |   |
| 4      | Other Sources<br>(if any)  | 0  | 0                                  | 0                | 0         | 0                                       |   |   |
| 5      | <b>Grand<br/>Total</b>     | 0  | 0                                  | 0                | 0         | 0                                       |   |   |

**Trend of monthly disposal of complaints**

| SN | Month            | Carried forward from previous month | Received | Resolved* | Pending** |
|----|------------------|-------------------------------------|----------|-----------|-----------|
| 1  | 2                | 3                                   | 4        | 5         | 6         |
| 1  | December- 2021   | 0                                   | 2        | 1         | 1         |
| 2  | January - 2022   | 1                                   | 1        | 2         | 0         |
| 3  | February - 2022  | 0                                   | 0        | 0         | 0         |
| 4  | March - 2022     | 0                                   | 1        | 1         | 0         |
| 5  | April - 2022     | 0                                   | 0        | 0         | 0         |
| 6  | May - 2022       | 0                                   | 1        | 1         | 0         |
| 7  | June - 2022      | 0                                   | 1        | 1         | 0         |
| 8  | July – 2022      | 0                                   | 0        | 0         | 0         |
| 9  | August – 2022    | 0                                   | 0        | 0         | 0         |
| 10 | September - 2022 | 0                                   | 0        | 0         | 0         |
| 11 | October – 2022   | 0                                   | 0        | 0         | 0         |
| 12 | November – 2022  | 0                                   | 0        | 0         | 0         |
| 13 | December – 2022  | 0                                   | 0        | 0         | 0         |
| 14 | January – 2023   | 0                                   | 0        | 0         | 0         |
| 15 | February – 2023  | 0                                   | 0        | 0         | 0         |
| 16 | March – 2023     | 0                                   | 1        | 0         | 1         |
| 17 | April – 2023     | 1                                   | 0        | 1         | 0         |
| 18 | May – 2023       | 0                                   | 1        | 0         | 1         |
| 19 | June – 2023      | 1                                   | 0        | 0         | 1         |
| 20 | July – 2023      | 1                                   | 0        | 1         | 0         |
| 21 | Aug – 2023       | 0                                   | 0        | 0         | 0         |
| 22 | Sep – 2023       | 0                                   | 2        | 0         | 2         |
| 23 | Oct – 2023       | 2                                   | 0        | 2         | 0         |
| 24 | Nov – 2023       | 0                                   | 1        | 1         | 0         |
| 25 | Dec – 2023       | 0                                   | 0        | 0         | 0         |
| 26 | Jan – 2024       | 0                                   | 1        | 0         | 1         |
| 27 | Feb – 2024       | 1                                   | 0        | 0         | 1         |
| 28 | March-2024       | 1                                   | 1        | 2         | 0         |
| 29 | April – 2024     | 0                                   | 0        | 0         | 0         |
| 30 | May – 2024       | 0                                   | 0        | 0         | 0         |
| 31 | Jun – 2024       | 0                                   | 0        | 0         | 0         |
| 32 | July – 2024      | 0                                   | 1        | 0         | 1         |
| 33 | Aug – 2024       | 1                                   | 0        | 0         | 1         |
| 34 | Sep – 2024       | 1                                   | 0        | 0         | 1         |
| 35 | Oct – 2024       | 1                                   | 0        | 0         | 1         |

|    |                    |   |    |    |   |
|----|--------------------|---|----|----|---|
| 36 | Nov – 2024         | 1 | 0  | 0  | 1 |
| 37 | Dec – 2024         | 1 | 0  | 1  | 0 |
| 38 | Jan – 2025         | 0 | 0  | 0  | 0 |
| 39 | Feb – 2025         | 0 | 0  | 0  | 0 |
| 40 | March – 2025       | 0 | 0  | 0  | 0 |
| 41 | April – 2025       | 0 | 0  | 0  | 0 |
| 42 | May – 2025         | 0 | 0  | 0  | 0 |
|    | <b>Grand Total</b> | 0 | 14 | 14 | 0 |

\*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.

#### **Trend of annual disposal of complaints**

| SN | Year               | Carried forward<br>From previous<br>year | Received during<br>the year | Resolved<br>During the<br>year | Pending at<br>The end of the<br>year |
|----|--------------------|--|-----------------------------|--------------------------------|--------------------------------------|
| 1  | 2019-20            | 0  | 13                          | 13                             | 0                                    |
| 2  | 2020-21            | 0  | 5                           | 5                              | 0                                    |
| 3  | 2021-22            | 0  | 12                          | 12                             | 0                                    |
| 4  | 2022-23            | 0  | 3                           | 3                              | 0                                    |
| 5  | 2023-24            | 1  | 6                           | 7                              | 0                                    |
| 6  | 2024-25            | 0  | 1                           | 1                              | 0                                    |
| 7  | 2025-26            | 0  | 0                           | 0                              | 0                                    |
|    | <b>Grand Total</b> | 0  | 41                          | 41                             | 0                                    |