



BSE FINANCIALS LIMITED

CIN-U67120KA1999PLC025860

Stock Exchange Towers, 51, 1st cross, J.C. Road, Bangalore-560027.

Email: enquiry@bfsi.co.in Website : www.bfsi.co.in Tel: 080-41575234 / 35 (Reception)

C&S :41575538, DP: 41575553 / 4, RTA: 41329661 / 66673353, Systems: 41575209

Investor Charter for Stock Brokers

Annexure-B

Data for 31st December 2025

| Sr. 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 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | SEBI (SCORES) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Stock Exchanges | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Other Sources(if any) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Grand Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Trend of monthly disposal of complaints

| Sr. No. | Month | Carried forward from previous month | Received | Resolved* | Pending ** |
|---------|----------------|-------------------------------------|----------|-----------|------------|
| 1. | April-2025 | 0 | 0 | 0 | 0 |
| 2. | May-2025 | 0 | 0 | 0 | 0 |
| 3. | June-2025 | 0 | 0 | 0 | 0 |
| 4. | July-2025 | 0 | 0 | 0 | 0 |
| 5. | August-2025 | 0 | 0 | 0 | 0 |
| 6. | September-2025 | 0 | 0 | 0 | 0 |
| 7. | October-2025 | 0 | 0 | 0 | 0 |



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| | | | | | |
|----|---------------|---|---|---|---|
| 8. | November-2025 | 0 | 0 | 0 | 0 |
| 9. | December-2025 | 0 | 0 | 0 | 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

| Sr.No. | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|--------|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1 | 2021-22 | 0 | 1 | 0 | 1 |
| 2 | 2022-23 | 1 | 3 | 3 | 1 |
| 3 | 2023-24 | 1 | 5 | 6 | - |
| 4 | 2024-25 | 0 | 0 | 0 | 0 |
| 5 | 2025-26 | 0 | 0 | 0 | 0 |
| | Grand Total | 2 | 9 | 9 | 2 |