



BGSE FINANCIALS LIMITED

CIN-U67120KA1999PLC025860

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

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

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

Investor Charter for Registrar and Share Transfer Agent SEBI Regn No : INR000004041

Annexure-B

Data for 31ST January 2026

| 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 | Other Sources(if any) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 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 | 1 | 1 | 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 |
| 8. | November-2025 | 0 | 0 | 0 | 0 |
| 9. | December-2025 | 0 | 0 | 0 | 0 |
| 10. | January-2026 | 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



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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 | 2 | 2 | 0 |
| 2 | 2022-23 | 0 | 1 | 1 | 0 |
| 3 | 2023-24 | 0 | 0 | 0 | 0 |
| 4 | 2024-25 | 0 | 4 | 4 | 0 |
| 5 | 2025-26 | 0 | 1 | 1 | 0 |
| | Grand Total | 0 | 8 | 8 | 0 |