# **IndusInd Bank**

#### Annexure C

#### **Investor Complaints Data**

### Data for every month ending

SN	Received from	Carried forwar d from previou s month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pendin g for less than 3 months	Pendin g for more than 3 months	
1	Directly from Investors	0	0	0	0	(	)	0
2	SEBI (SCORES)	0	0	0	0	0		0
3	Depositories	0	0	0	0	0		0
4	Other Sources	0	0	0	0	0		0
5	Grand Total	0	0	0	0	0		0

# **IndusInd Bank**

### • Trend of monthly disposal of complaints

SN	Month	Carried forward from previous		Resolved*	Pending**
		month			
1	April -2023	0	3	2	1
2	May – 2023	1	0	0	1
3	June- 2023	1	2	2	1
4	July – 2023	1	1	1	1
5	August – 2023	1	4	4	1
6	September -2023	1	5	5	1
7	October -2023	1	3	3	1
8	November-2023	1	0	1	0
9	December -2023	0	1	1	0
10	January -2024	0	2	2	0
11	February -2024	0	3	3	0
12	March -2024	0	0	0	0
	Grand Total	0	24	24	0

\*Should include complaints of previous months resolved in the current month, if any.

## • Trend of annual disposal of complaints

SN	Year	Carried forward	Received	Resolved	Pending at the
		from previous	during the	during the	end of the year
		year	year	year	
1	2021-22	0	35	34	1
2	2022-23	1	35	36	0
3	2023-24	0	24	24	0
	Grand Total	0	94	94	0