

VLS FINANCE LIMITED

CIN: L65910DL1986PLC023129

Investor Complaints Data

(pursuant to SEBI Circular No. SEBI/HO/MIRSD/DOP/P/CIR/2021 dated December 02, 2021)

| Investor Complaint Data For October, 2023 | | | | | | | | | |
|---|-------------------------|-------------------------------------|---------------------------|---------------------------------|---------------|-----------|-----------------------------------|--------------------------------|------------------------------------|
| S. No. | Received from | Carried forward from previous month | Received during the month | Percentage of total client base | 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 | October, 2023 | | | | | | | | |
| | Directly from investors | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 |
| | SEBI (SCORES) | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 |
| | Stock Exchanges | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 |
| | Other Sources (if any) | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0.00% | 0 | 0 | 0 | 0 | 0 |

| Monthly Complaint Disposal Trend | | | | | |
|----------------------------------|--------------------|-------------------------------------|----------|-----------|-----------|
| S. No. | Month | Carried forward from previous month | Received | Resolved* | Pending** |
| 1 | April, 2023 | 0 | 0 | 0 | 0 |
| 2 | May, 2023 | 0 | 0 | 0 | 0 |
| 3 | June, 2023 | 0 | 0 | 0 | 0 |
| 4 | July, 2023 | 0 | 0 | 0 | 0 |
| 5 | August, 2023 | 0 | 0 | 0 | 0 |
| 6 | September, 2023 | 0 | 0 | 0 | 0 |
| 7 | October, 2023 | 0 | 0 | 0 | 0 |
| | Grand Total | 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.

| Annual Complaint Disposal Trend | | | | | |
|---------------------------------|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| S. No. | Year | Carried forward from pervious year | Received during the year | Resolved during the year | Pending at the end of the year |
| 1 | 2017-18 | 0 | 0 | 0 | 0 |
| 2 | 2018-19 | 0 | 0 | 0 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 0 | 0 | 0 |
| 5 | 2021-22 | 0 | 0 | 0 | 0 |
| 6 | 2022-23 | 0 | 0 | 0 | 0 |
| 7 | 2023-24 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |