

# 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 January, 2025 |                         |                                     |                           |                                 |               |           |                                   |                                |                                    |
|-------------------------------------------|-------------------------|-------------------------------------|---------------------------|---------------------------------|---------------|-----------|-----------------------------------|--------------------------------|------------------------------------|
| 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                                         | January, 2025           |                                     |                           |                                 |               |           |                                   |                                |                                    |
|                                           | 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, 2024     | 0                                   | 0        | 0         | 0         |
| 2                                | May, 2024       | 0                                   | 0        | 0         | 0         |
| 3                                | June, 2024      | 0                                   | 0        | 0         | 0         |
| 4                                | July, 2024      | 0                                   | 0        | 0         | 0         |
| 5                                | August, 2024    | 0                                   | 0        | 0         | 0         |
| 6                                | September, 2024 | 0                                   | 0        | 0         | 0         |
| 7                                | October, 2024   | 0                                   | 0        | 0         | 0         |
| 8                                | November, 2024  | 0                                   | 0        | 0         | 0         |
| 9                                | December, 2024  | 0                                   | 0        | 0         | 0         |
| 10                               | January, 2025   | 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                              |
| 8                               | 2024-25     | 0                                  | 0                        | 0                        | 0                              |
|                                 | Grand Total | 0                                  | 0                        | 0                        | 0                              |