



# CITY UNION BANK LIMITED

## DEPOSITORY PARTICIPANT

Business Development Centre, MCM Towers, 4<sup>th</sup> Floor, Super B-3, Thiru-Vi-Ka

Industrial Estate, Guindy, Chennai - 600 032.

E-mail: cubdp@cityunionbank.in

Ph.: 044-2250 1910 | 4014 5026

04 December 2023

### Annexure C

#### Investor Complaints Data received by Depository Participant

Depository: NSDL

DP ID – IN303036 – City Union Bank

#### Data for the month ending November 2023

S.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	Nil	Nil	Nil	Nil	Nil	Nil	NA
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil	NA
3	Depositories	Nil	Nil	Nil	Nil	Nil	Nil	NA
4	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil	NA
5	<b>Grand Total</b>	Nil	Nil	Nil	Nil	Nil	Nil	NA

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

\*\*Includes 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 Monthly disposal of Complaints

S.No	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	April -2023	Nil	Nil	Nil	Nil
2	May-2023	Nil	Nil	Nil	Nil
3	June-2023	Nil	Nil	Nil	Nil
4	July-2023	Nil	Nil	Nil	Nil
5	Aug-2023	Nil	Nil	Nil	Nil
6	Sep-2023	Nil	Nil	Nil	Nil
7	Oct-2023	Nil	Nil	Nil	Nil
8	Dec-2023	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	Nil	Nil	Nil	Nil

### Trend of Annual disposal of complaints

S.No	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	Nil	Nil	Nil	Nil
2	2018-19	Nil	Nil	Nil	Nil
3	2019-20	Nil	Nil	Nil	Nil
4	2020-21	Nil	Nil	Nil	Nil
5	2021-22	Nil	Nil	Nil	Nil
6	2022-23	Nil	Nil	Nil	Nil
7	2023-24	Nil	Nil	Nil	Nil
8	<b>Grand Total</b>	Nil	Nil	Nil	Nil

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

\*\*Includes total complaints pending as on the last day of the month, if any.

