


**Annexure 3**

| <b>Root Cause Analysis report (RCA)</b>   |   |
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| <b>1. Name of the Member</b><br>Member Code:  | Zerodha Broking Limited<br>NSE: 13906; BSE: 6498, MCX: 56550  |
| <b>2. Reporting Officer details</b>   |   |
| Name:<br>Designation:   | Pankathi H Jain<br>Compliance Officer   |
| <b>3. Date and time of technical glitch incident</b><br>Date of incident<br>Time of Incident            | 03-02-2026<br>09:15 AM  |
| <b>4. Date and Time of recovery</b><br>Date of recovery<br>Time of Recovery<br>Duration of the Incident | 03-02-2026<br>09:42 AM<br>27 minutes  |
| <b>5. Incident Description &amp; chronology of event</b><br>(please use additional sheets if required)  | <p>Some of our users experienced intermittent issues while fetching margin details in the order window, loading the positions page, and adding funds via UPI intent flow.</p> <p>The impacted functionalities were available intermittently and were accessible with multiple retries during the issue window. Additionally, alternate options were available throughout: margin details could be viewed on the Funds page, positions could be viewed and managed via the Kite Backup platform on WhatsApp, and funds could be added using UPI collect flow and via net banking.</p> <p>Throughout the issue period, order placement, order modifications, and order cancellations were not impacted.</p> |

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|  | <p>The issue was intermittent.</p> <p>A Bulletin, IVR, and an app notification were shared with clients.</p>  |
| <p><b>6. Category of incident</b> (hardware, software application, server, network, bandwidth, vendor-related, other-please specify)</p>   | <p>Network</p>  |
| <p><b>7. Business Impact:</b><br/>         Number and percentage of clients affected (duly certified by the Auditor)<br/><br/>         No. of complaints received<br/><br/>         No. of complaints resolved till RCA date<br/><br/>         Amount of claim made by complainant<br/><br/>         Amount of claim paid to complainant</p> | <p><b>Number and percentage of clients affected</b> -<br/>         Out of 1.2 million clients who traded the previous day, we received about 3600 calls and 440 tickets across all segments. The number of clients impacted would be negligible since the impacted functionalities were available intermittently and were accessible with multiple retries during the issue window. Additionally, alternate options were available throughout the issue period. Further, order placement, modifications, and cancellations were not affected.</p> <p><b>Complaints received</b> - As of the date of filing this RCA, there are 28 exchange complaints across all segments. Several complaints have been amicably resolved. The remaining complaints, which were recently raised, are currently being pursued through the SEBI SCORES system to amicably resolve the matter.</p> <p><b>Complaints resolved</b> - All the client complaints via tickets and calls have been resolved as of the date of filing this RCA.</p> <p><b>Amount of claim made</b> - The amount claimed by the complainants is approximately Rs. 20 lakhs as on the date of filing this RCA.</p> <p><b>Amount of claim paid</b> - Verified customer</p> |

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|   | claims amounting to about Rs. 28,000/- have been paid.   |
| <b>8. Immediate action taken</b> (Please give full details. Use additional sheets if required.) | <p>To inform clients about the issue, a Bulletin, IVR message, and app notification were sent. A copy of these communications was shared along with the initial intimation email.</p> <p>The issue was resolved within 27 minutes.</p>   |
| <b>9. Root Cause Summary</b> (Pl attach the detailed Report separately)                         | <p>Our infrastructure uses multiple point-to-point MPLS leased lines along with whitelisted internet routes between our cloud infrastructure and various data centres to ensure network redundancy.</p> <p>During the incident, one of our data centres experienced network congestion on the internet route, causing intermittent disruption to certain services that rely on this path — specifically, margin calculation, position updates, and UPI intent-based fund additions. MPLS and internet routes are used alternatively as primary paths across data centres to ensure smooth traffic flow. This particular data centre was using the internet route as the primary path at the time of the incident. Similar data centres using the same architecture have operated without any network issues for years.</p> <p>It may be noted that our order management path, including order placement, modifications, and cancellations, operates on a separate, independent network infrastructure to avoid a single point of failure. This architectural separation ensured that order-related functions remained fully operational throughout the incident.</p> |
| <b>10. Action taken to prevent such an incident in the</b>                                      | The network traffic for the affected data centre   |

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| <b>future</b>   | has been switched to dedicated leased lines as the primary path to eliminate reliance on internet routing for this path. Additionally, the heavily used services of this traffic path have been migrated to our internal streaming infrastructure, which does not rely on external network routes. These changes will ensure that a similar incident does not recur. |
| <b>Name and Signature of Compliance Officer/CTO - Pankathi H Jain</b><br><br><b>Date: 16/02/2026</b> |  |

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