

Redressal of Complaints received against JM Financial Mutual Fund during April 2010 - March 2011

Name of the Fund: JM Financial Mutual Fund

Total Number of Folios as on March 31, 2011

394053

| Complaint Code | Type of Complaint #  | (a) No of Complaints pending at the beginning of the Year | Action on (a) and (b)                         |                 |              |               |                 |                 |            |            |            |             |                     |
|----------------|--|---|---|-----------------|--------------|---------------|-----------------|-----------------|------------|------------|------------|-------------|---------------------|
|                |  |   | (b) No of complaints received during the year | Resolved        |              |               |                 | Non Actionable* | Pending    |            |            |             |                     |
|                |  |   |   | With in 30 days | 30 - 60 days | 60 - 180 days | Beyond 180 days |                 | 0-3 months | 3-6 months | 6-9 months | 9-12 months | More than 12 months |
| I A            | Non Receipt of Dividend on Units   | 6   | 280   | 275             | 6            | 3             | 1               | 0               | 1          | 0          | 0          | 0           | 0                   |
| I B            | Interest on delayed payment of Dividend                                  | 0   | 0   | 0               | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| I C            | Non Receipt of Redemption Proceeds                                       | 4   | 1165  | 1138            | 14           | 9             | 0               | 0               | 8          | 0          | 0          | 0           | 0                   |
| I D            | Interest on delayed payment of Redemption                                | 0   | 10  | 9               | 0            | 0             | 0               | 0               | 1          | 0          | 0          | 0           | 0                   |
| II A           | Non receipt of statement of Account / Unit Certificate                   | 0   | 74  | 74              | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| II B           | Discrepancy in Statement of Account                                      | 0   | 6   | 5               | 0            | 1             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| II C           | Non receipt of Annual Report / Abridged Summary                          | 0   | 0   | 0               | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| III A          | Wrong switch between Schemes   | 0   | 3   | 3               | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| III B          | Unauthorized switch between Schemes                                      | 0   | 0   | 0               | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| III C          | Deviation from Scheme attributes   | 0   | 0   | 0               | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| III D          | Wrong or excess charges / load   | 0   | 2   | 2               | 0            | 0             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| III E          | Non updation of changes viz. address, PAN, bank details, nomination, etc | 2   | 212   | 210             | 2            | 2             | 0               | 0               | 0          | 0          | 0          | 0           | 0                   |
| IV             | others   | 15  | 1616  | 1603            | 12           | 6             | 0               | 0               | 7          | 1          | 0          | 0           | 2                   |
| <b>TOTAL</b>   |  | <b>27</b>   | <b>3368</b>                                   | <b>3319</b>     | <b>34</b>    | <b>21</b>     | <b>1</b>        | <b>0</b>        | <b>17</b>  | <b>1</b>   | <b>0</b>   | <b>0</b>    | <b>2</b>            |

**Note :** Of the 20 cases pending as on 31/03/2011, 2 cases which are more than 12 months are pending as on 25/04/2011 as they are Consumer Forum cases.

# including against its uthorized persons/ distributors/ employees. Etc.

\*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund.