

## ANNEXURE

Redressal of Complaints received against Mutual Funds (MFs) during April 2011- March 2012

Name of the Fund: JM Financial Mutual Fund

Total Number of Folios: 334699

Comp laint 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	1	40	38	2	0	0	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	8	229	232	1	0	0	0	4	0	0	0	0
I D	Interest on delayed payment of Redemption	1	2	3	0	0	0	0	0	0	0	0	0
II A	Non receipt of statement of Account / Unit Certificate	0	27	27	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	0	0	0	0	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	3	3	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	38	38	0	0	0	0	0	0	0	0	0
IV	others	10	650	640	8	3	1	0	4	1	2	0	1
<b>TOTAL</b>		<b>20</b>	<b>992</b>	<b>984</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>

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

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