

## ANNEXURE

Redressal of Complaints received against Mutual Funds (MFs) during April 2013- March 2014

Name of the Fund: JM Financial Mutual Fund

Total Number of Folios: 218984

Complaint Code	Type of Complaint#	(a) No. of complaints pending at the beginning of	(b) No. of Complaints received during the year	Action on (a) and (b)												
				Resolved				Non Actionable *	Pending							
				Within 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	0	2	2											0	
I B	Interest on delayed payment of Dividend	0		0												0
I C	Non receipt of Redemption Proceeds	0	7	6	1											0
I D	Interest on delayed payment of Redemption	0	3	2	1											0
II A	Non receipt of Statement of Account/Unit Certificate	0	1	1												0
II B	Discrepancy in Statement of Account	0	3	3												0
II C	Data corrections in Investor details	2	111	110	2				1							0
II D	Non receipt of Annual Report/Abridged Summary	0	0	0												0
III A	Wrong switch between Schemes	0	0	0												0
III B	Unauthorized switch between Schemes	0	0	0												0
III C	Deviation from Scheme attributes	0	0	0												0
III D	Wrong or excess charges/load	0	0	0												0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	1	4	4	1											0
IV	Others	8	2	0	6				1							3
<b>Total</b>		<b>11</b>	<b>133</b>	<b>128</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	

# - including against its authorized persons / distributors / employees etc.

\*Non actionable - means the complaint that are incomplete / outside the scope of the Mutual Fund.