

Redressal of Complaints received against Mutual Funds (MFs) during 2009 - 2010 (In excel Sheet)

Name of the Fund: JM Financial Mutual Fund

Total Number of Folios: 530248

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
I A	Non Receipt of Dividend on Units	2	44	39	0	1	0		5	1		
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0		0			
I C	Non Receipt of Redemption Proceeds	1	364	357	4	0	0		4			
I D	Interest on delayed payment of Redemption	0	1	1	0	0	0		0			
II A	Non receipt of statement of Account / Unit Certificate	0	40	40	0	0	0		0			
II B	Discrepancy in Statement of Account	0	1	1					0			
II C	Non receipt of Annual Report / Abridged Summary	0	1	1					0			
III A	Wrong switch between Schemes	0	2	2					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	10	10					0			
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	189	187					2			
IV	others	0	648	628	5				13		1	1
<b>TOTAL</b>		<b>3</b>	<b>1300</b>	<b>1266</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>1</b>	<b>1</b>	<b>1</b>

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

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