

ANNEXURE

Redressal of Complaints received against Mutual Funds (MFs) during April 2012- March 2013

Name of the Fund: JM Financial Mutual Fund

Total Number of Folios:

267412

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	1	0	1	0	0	0	0	0	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	42	43	0	3	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	2	2	0	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	24	24	0	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	2	167	167	0	0	0	0	2	0	0	0	0
II D	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	0	0	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	0	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	19	18	0	0	0	0	1	0	0	0	0
IV	Others	6	12	8	0	1	1	0	1	0	3	1	3
Total		13	266	263	0	4	1	0	4	0	3	1	3

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

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