

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

Name of the Mutual Fund : L&T Mutual Fund

Total Number of Folios : 8,95,475

Complaint code	Type of Complaint #	(a) No. of complaints pending at the beginning of the period	(b) No. of complaints received during the given period	Action on (a) and (b)							
				Resolved			Non Actionable*	Pending			
				Within 30 days	30-60 days	60-180 days		0-3 months	3-6 months	6-9 months	9-12 months
I A	Non receipt of Dividend on Units	0	35	31	1		0	3	0	0	0
I B	Interest on Delayed payment of Dividend	0	0	0	0		0	0	0	0	0
I C	Non receipt of Redemption Proceeds	4	193	191	0		0	6	0	0	0
I D	Interest on delayed payment of Redemption	0	0	0	0		0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	51	51	0		0	0	0	0	0
II B	Discrepancy in Statement of Account	1	553	554	0		0	0	0	0	0
II C	Non receipt of Annual Report/Abridged Summary	0	0	0	0		0	0	0	0	0
III A	Wrong switch between Schemes	0	0	0	0		0	0	0	0	0
III B	Unauthorized switch between Schemes	0	0	0	0		0	0	0	0	0
III C	Deviation from Scheme attributes	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
III E	Non updation of changes viz. address, PAN, bank	0	15	14	0		0	1	0	0	0
IV	Others	12	397	392	1		0	16	0	0	0
TOTAL		17	1244	1233	2		0	26	0	0	0

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

*Non actionable means the complaint that are incomplete / outside the scope