Redressal of Complaints received during	2018-2019
Name of the Mutual Fund	L&T Mutual Fund
Total Number of Folios	3,055,074

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the year	(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
I A	Non receipt of Dividend on Units	2	13	14	1	0	0	0	0	0	0	0
I B	Interest on Delayed payment of Dividend	0	1	1	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	8	71	73	2	3	0	0	1	0	0	0
I D	Interest on delayed payment of Redemption	0	2	2	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	6	27	31	2	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	1	13	14	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	1	153	154	0	0	0	0	0	0	0	0
II D	Non receipt of Annual Report/Abridged Summary	0	2	2	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
III B	Unauthorized switch between Schemes	0	1	1	0	0	0	0	0	0	0	0
III C	Deviation from Scheme attributes	1	0	0	1	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
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	5	44	43	3	2	0	0	1	0	0	0
IV	Others **	66	592	601	22	27	0	0	8	0	0	0
	Total	**90**	**922**	**939**	**31**	**32**	**0**	**0**	**10**	**0**	**0**	**0**

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

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

** If others include a type of complaint which is more than 10% of overall complaint, provide that reason separately

Example : Complaint number from I A to III E is 1000 and Others alone is 500 and transmission linked complaints (within others) are 200 then provide Transmission as separate reason (V) along with all other parameters