

Redressal of Complaints received during		2019-2020										
Name of the Mutual Fund		L&T Mutual Fund										
Total Number of Folios		29,02,352										
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	0	14	14	0	0	0	0	0	0	0	0
I B	Interest on Delayed payment of Dividend	0	2	2	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	1	164	160	2	1	0	0	2	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	0	60	60	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	9	9	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	0	206	206	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	5	4	1	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	3	2	1	0	0	0	0	0	0	0
III C	Deviation from Scheme attributes	0	0	0	0	0	0	0	0	0	0	0
III D	Wrong or excess charges/load	0	3	1	2	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	1	207	207	1	0	0	0	0	0	0	0
IV	Others **	8	755	756	2	3	1	0	1	0	0	0
V	Total	10	1432	1425	9	4	1	0	3	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