

Investor Complaints Report

Redressal of Complaints received against Mutual Funds (MFs) during April-13 to March-14

Name of Mutual Fund : Birla Sun Life Mutual Fund

Total Number of Folios : 2019704 (Live as on March 31, 2014)

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	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	26	26	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	0	5	5	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	81	80	0	1	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	92	92	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	5	5	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	1	1	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	1	4151	4152	0	0	0	0	0	0	0	0
II D	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	0	14	11	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
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	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	1328	1328	0	0	0	0	0	0	0	0
IV	Others	0	356	356	0	0	0	0	0	0	0	0
Total		1	6056	6056	0	1	0	0	0	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

This statement is reviewed and approved by the Trustee's on May 29, 2014