

Redressal of Complaints received during		2019-2020											
Name of the Mutual Fund		Aditya Birla Sun Life Mutual Fund											
Total Number of Folios		7186083											
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	0	0	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	0	2	2	0	0	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	0	0	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	5	73	77	0	0	0	0	0	1	0	0	0
II C	Data corrections in Investor details	0	0	0	0	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	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	10	10	0	0	0	0	0	0	0	0	0
IV	Others**												
	Others(Purchase)	0	6	5	0	0	0	0	0	1	0	0	0
	Others(SIP)	3	86	89	0	0	0	0	0	0	0	0	0
	Others(Demat)	1	10	11	0	0	0	0	0	0	0	0	0
	Others(STP)	0	0	0	0	0	0	0	0	0	0	0	0
	Others(switch)	0	14	12	0	0	0	0	0	2	0	0	0
	Others(SWP)	0	0	0	0	0	0	0	0	0	0	0	0
Total		9	201	206	0	0	0	0	0	4	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 Date: June 30, 2020													