

Annexure 2

Redressal of Complaints received during		2018-2019										
Name of the Mutual Fund		Aditya Birla Sun Life Mutual Fund										
Total Number of Folios		7087019										
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 year	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
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	11	11	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
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	1	118	114	0	0	0	0	5	0	0	0
II C	Data corrections in Investor details	0	43	43	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	4	14	18	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	2	2	0	0	0	0	0	0	0	0
IV	Others **											
V	Others(purchase)	2	37	39	0	0	0	0	0	0	0	0
VI	Others(SIP)	0	280	277	0	0	0	0	3	0	0	0
VII	Others(Demat)	1	58	57	1	0	0	0	1	0	0	0
VIII	Others(STP)	0	1	1	0	0	0	0	0	0	0	0
IX	Others(switch)	2	16	18	0	0	0	0	0	0	0	0
X	Others(SWP)	0	0	0	0	0	0	0	0	0	0	0
	Total	10	580	580	1	0	0	0	9	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: May 29, 2019