

Investor Complaints Report
Redressal of Complaints received against Mutual Funds (MFs) for FY April-2016 to March-2017
Name of Mutual Fund :Birla Sun Life Mutual Fund

Total Number of Folios :3957325 (Live as on March 31, 2017)

| 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 | 107 | 107 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I B | Interest on delayed payment of Dividend | 0 | 34 | 34 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I C | Non receipt of Redemption Proceeds | 0 | 14 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I D | Interest on delayed payment of Redemption | 0 | 25 | 25 | 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 | 0 | 479 | 479 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data corrections in Investor details | 0 | 148 | 148 | 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 | 52 | 52 | 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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III E | Non updation of changes viz. address, PAN, bank details, nomination, etc | 0 | 15 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others ** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| V | Others (Purchase) | 0 | 95 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VI | Others (SIP) | 0 | 598 | 597 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VII | Others (SOA to Demat) | 0 | 202 | 202 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VIII | Others (STP) | 0 | 35 | 35 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IX | Others (Switch) | 0 | 20 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| X | Others (SWP) | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| XI | Others (Transmission) | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | | | |
| Total | | 0 | 1831 | 1830 | 1 | 0 | 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

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

This statement is reviewed and approved by the Trustee's on May 23, 2017