

Redressal of Complaints received during the period 01-12-2025 to 31-12-2025 - 360
ONE Mutual Fund

Total number of folios: 224828

Data for the month ending, 31st December 2025

Part A: Total complaints report (including complaints received through SCORES)

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the period	Action on (a) and (b)									
				Resolved				Non Actionable*	Pending				
				Within 30 days	30-60 days	60-180 days	Beyond 180 days		Average time taken ^ (in days)	0-3 months	3-6 months	6-12 months	Beyond 12 months
I A	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	-	-	-	-	-	-	-	-	-	-	-	-
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	-	-	-	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Processed	-	-	-	-	-	-	-	-	-	-	-	-
I D	Interest on delayed payment of Redemption	-	-	-	-	-	-	-	-	-	-	-	-
II A	Non receipt of Statement of Account/Unit Certificate	-	-	-	-	-	-	-	-	-	-	-	-
II B	Discrepancy in Statement of Account	-	-	-	-	-	-	-	-	-	-	-	-
II C	Data corrections in Investor details	-	-	-	-	-	-	-	-	-	-	-	-
II D	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	-
III B	Unauthorized switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	-
III C	Deviation from Scheme attributes	-	-	-	-	-	-	-	-	-	-	-	-
III D	Wrong or excess charges/load	-	-	-	-	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	128**	30**	148**	-	-	-	6	-	10**	-	-	-
III F	Delay in allotment of Units	-	-	-	-	-	-	-	-	-	-	-	-
III G	Unauthorized Redemption	-	-	-	-	-	-	-	-	-	-	-	-
IV	Others	1	-	-	-	-	-	-	-	1	-	-	-

including against its authorized persons/ distributors/ employees. etc.

*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund

[^]Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

** The investor had lodged total 45 Complaints on similar matter in Oct'25; 164 in Nov'25 & 10 in Dec'25. Therefore, we have treated other 44 complaints out of 45 as duplicate for Oct'25; 163 out of 164 as duplicate for Nov'25 & 09 out of 10 as duplicate for Dec'25.

Part B: Report on complaints received through SCORES:

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the period	Action on (a) and (b)									
				Resolved				Non Actionable*	Pending				
				Within 30 days	30-60 days	60-180 days	Beyond 180 days		Average time taken ^ (in days)	0-3 months	3-6 months	6-12 months	Beyond 12 months
I A	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	-	-	-	-	-	-	-	-	-	-	-	-
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	-	-	-	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Processed	-	-	-	-	-	-	-	-	-	-	-	-
I D	Interest on delayed payment of Redemption	-	-	-	-	-	-	-	-	-	-	-	-
II A	Non receipt of Statement of Account/Unit Certificate	-	-	-	-	-	-	-	-	-	-	-	-
II B	Discrepancy in Statement of Account	-	-	-	-	-	-	-	-	-	-	-	-
II C	Data corrections in Investor details	-	-	-	-	-	-	-	-	-	-	-	-
II D	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	-
III B	Unauthorized switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	-
III C	Deviation from Scheme attributes	-	-	-	-	-	-	-	-	-	-	-	-
III D	Wrong or excess charges/load	-	-	-	-	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	128**	30**	148**	-	-	-	6	-	10**	-	-	-
III F	Delay in allotment of Units	-	-	-	-	-	-	-	-	-	-	-	-
III G	Unauthorized Redemption	-	-	-	-	-	-	-	-	-	-	-	-
IV	Others	1	-	-	-	-	-	-	-	1	-	-	-

including against its authorized persons/ distributors/ employees, etc.

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** The investor had lodged total 45 Complaints on similar matter in Oct'25; 164 in Nov'25 & 10 in Dec'25. Therefore, we have treated other 44 complaints out of 45 as duplicate for Oct'25; 163 out of 164 as duplicate for Nov'25 & 09 out of 10 as duplicate for Dec'25.

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)

*** Includes complaints of previous months resolved in the current month. If any.**

**** Includes total complaints pending as on the last day of the month, if any.**

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-25	-	1	1	-
2	May-25	-	2	2	-
3	Jun-25	-	-	-	-
4	Jul-25	-	6	6	-
5	Aug-25	-	2	2	-
6	Sep-25	-	2	1	1
7	Oct-25	1	46	1	46
8	Nov-25	46	146	63	129
9	Dec-25	129	30	148	11
	Grand Total	-	235	224	-

*Includes complaints of previous months resolved in the current month. If any.

Part D: Trend of annual disposal of complaints (including complaints received through SCORES)

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	-	2	2	-
2	2018-19	-	1	1	-
3	2019-20	-	4	4	-
4	2020-21	-	2	2	-
5	2021-22	-	36	36	-
6	2022-23	-	8	8	-
7	2023-24	-	10	10	-
8	2024-25	-	32	32	-
9	2025-26	-	-	-	-