

**Redressal of Complaints received during the period 01-04-2021 to 31-03-2022 - IIFL Mutual Fund**

**Total number of folios: 142942**

**Data for the month ending, 31<sup>st</sup> March 2022**

**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	-	1	1	-	-	-	-	-	-	-	-	-	-
II B	Discrepancy in Statement of Account	-	-	-	-	-	-	-	-	-	-	-	-	-
II C	Data corrections in Investor details	-	1	1	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-
III F	Delay in allotment of Units	-	-	-	-	-	-	-	-	-	-	-	-	-
III G	Unauthorized Redemption	-	-	-	-	-	-	-	-	-	-	-	-	-
IV	Others	-	-	-	-	-	-	-	-	-	-	-	-	-

# Including against its authorized persons/ distributors/ employees. etc.

\* Nonactionable 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.

**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	-	-	-	-	-	-	-	-	-	-	-	-
III F	Delay in allotment of Units	-	-	-	-	-	-	-	-	-	-	-	-
III G	Unauthorized Redemption	-	-	-	-	-	-	-	-	-	-	-	-
IV	Others	-	-	-	-	-	-	-	-	-	-	-	-

# Including against its authorized persons/ distributors/ employees. etc.

\* Nonactionable 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.

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

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	Apr-21	0	1	0	1
2	May-21	1	1	2	0
3	Jun-21	0	4	4	0
4	Jul-21	0	2	1	1
5	Aug-21	1	4	1	4
6	Sep-21	4	4	7	1
7	Oct-21	1	2	2	1
8	Nov-21	1	4	3	2
9	Dec-21	2	1	3	0
10	Jan-22	0	4	4	0
11	Feb-22	0	7	7	0
12	Mar-22	0	2	2	0
	<b>Grand Total</b>	<b>10</b>	<b>36</b>	<b>36</b>	<b>0</b>

\* 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.

**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	0	2	2	0
2	2018-19	0	1	1	0
3	2019-20	0	4	4	0
4	2020-21	0	2	2	0
5	2021-22	0	36	36	0