

Details of Redressal of Complaints received against IIFL Mutual Fund during FY 2012-2013
Total Folios : 26928

Comp laint 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 Actiona ble *	Pending				
				Withi n 30 days	30- 60 days	60- 180 days	Beyo nd 180 days		0-3 month s	3-6 months	6-9 mon ths	9-12 months	
I A	Non receipt of Dividend on Units												
I B	Interest on delayed payment of Dividend												
I C	Non receipt of Redemption Proceeds		23	23									
I D	Interest on delayed payment of Redemption		2	2									
II A	Non receipt of Statement of Account/Unit Certificate		1	1									
II B	Discrepancy in Statement of Account												
II C	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		10	10									
IV	Others		5	5									
	a. Correction of Investor Information		1	1									
	b. Non Receipt of Cheque pertaining to Refund of Fractional Units / NFO NIGO Refunds		4	4									
	Total		41	41									

Including against its authorized persons/distributors/employees, etc

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

For India Infoline Trustee Company Limited

Sd/-

Director

April 30, 2013