## Redressal of Complaints received during the period 01-05-2023 to 31-05-2023 - 360 ONE Mutual Fund

Total number of folios: 142150

## Data for the month ending, 31st May 2023

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

	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)									
Complaint code				Resolved				Non Actionable*	Pending				
				Within 30 days		60-180 days	Beyond 180 days	Average time taken ^ (in days)		0-3 months	3-6 months	6-12 months	Beyond 12 months
IA	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option				-	•	•	•	•	-	•	•	
IR	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option		•	-		•	-	•	٠				-
IC	Non receipt of Redemption Processed		-	-	_		-		-				
ID	Interest on delayed payment of Redemption		•		-	•	-	•					•
II A	Non receipt of Statement of Account/Unit Certificate	•	-	-	-	-	-	-	-	-	-	-	
IIВ	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	-		•	•		•	•	•	•	•	•	
	Non updation of changes viz. address, PAN, bank details, nomination, etc			-	-	-	•			•	-	-	-
III F	Delay in allotment of Units	•		-	•		-	•	-	-	•	•	-
III G	Unauthorized Redemption		-	-	-		-	-		-	-	-	-
IV	Others	-	•	•	-		-		•	-	•	•	

 $<sup>\</sup>ensuremath{\text{\#}}$  Including against its authorized persons/ distributors/ employees. etc.

<sup>\*</sup> Nonactionable means the complaint that are incomplete / outside the scope of the mutual fund

<sup>^</sup> 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.

Complaint code  Type of complaint# Type of complaint# Type of complaint#  Type of complaint#  Pending at the beginning of the period  Within 30-60 60-180 Beyond Average time taken Actionable*  Withdrawal option  Interest on delayed payment of amount declared under pistonion cum Capital Withdrawal option  IC Non receipt of Redemption Processed  ID Redemption Processed  II A Non receipt of Redemption Processed  II A Non receipt of Statement of Account Unit Certificate  II B Strepancy in Statement of Account Unit Certificate  II C Data corrections in Investor details  II D Non receipt of Armual Report/Abridged Summary  III A Wrong switch between Schemes  II B Wrong switch between Schemes  II B Wrong switch between Schemes  II B Wrong switch between Schemes  III B Schemes	Pending
Type of complaint# Type of complaint#  Type of complaint#  Pending at the beginning of the period  Within 30-60 60-180 Beyond Actionable*  Within 30-60 60-180 Beyond (in days)  Non receipt of amount declared under Income Distribution cum Capital Withdrawal option  Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option  IC Non receipt of Redemption Processed  ID Interest on delayed payment of Redemption Processed  II A Non receipt of Statement of Account/Unit Certificate  II B Discrepancy in Statement of Account/Unit Certificate  II C Data corrections in Investor details  II D Data corrections in Investor details  II D Non receipt of Annual Report/Abridged  Summary  III A Wrong switch between	ending
Within 30-60 60-180 Beyond Average time taken * 0-3 3-6 months month declared under Income Distribution cum Capital Withdrawal option Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option Interest on delayed payment of Redemption Processed	
I A Income Distribution cum Capital Withdrawal option 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 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 D Unauthorized switch between	6-12 Beyon
IB   amount declared under Income   Distribution cum Capital Withdrawal option	
Interest on delayed payment of Redemption	
Redemption	
II A	
II B	
II D   Non receipt of Annual Report/Abridged	
Summary  III A Wrong switch between Schemes  Unauthorized switch between	
III A Wrong switch between Schemes	
1 1	
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	<u> </u>
IV Others	

<sup>#</sup> 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-23	0	1	1	0
2	May-23	0	0	0	0
Grand Total		0	1	1	0

<sup>\*</sup> 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	
6	2022-23	0	8	8	0	
Grand Total		0	53	53	0	