

## **Suggested Process For Resolution of Grievances by Investors & Financial Advisors**

It is our vision to be the most preferred mutual fund. We endeavour to achieve this mission by striving to provide the best in class service continuously. As our valued partner in progress it is also our attempt to make available multiple touch points and channels for you to be in touch with us. Your feedback and suggestions or grievances, will enable us to not only address and resolve them but also help us in our journey towards creating service excellence.

1. Grievances can be lodged, round the clock, through Call Centre at Toll Free Number - [18002661230](tel:18002661230) / [Non Toll Free no. 022 - 6227 8000](tel:022-62278000)
  - a. Call Centre will provide Grievance registration number to caller and refer the grievance to the R & T for resolution
  - b. Investor's mobile number and email id to be provided for further intimation
2. Grievances can be lodged through our Website [www.utimf.com](http://www.utimf.com). The link to the page is <http://www.utimf.com/Contact-US/Pages/Write-To-Us.aspx>
  - a. The above given link may be used to register your grievance.
  - b. Auto generated acknowledgement with registration number would be sent to the investor for further referencing / tracking
  - c. Resolution status from Kfintech would be communicated to the investor's registered email address.
3. You can email your grievance to [uti@kfintech.com](mailto:uti@kfintech.com)
  - a. Auto acknowledgement would be sent to the investors for the grievances sent to Kfintech.
  - b. Kfintech officials will intimate the complete resolution status to the investor's registered email address.
4. Grievances can be emailed to [service@uti.co.in](mailto:service@uti.co.in)
  - a. Reply would be sent to the investors by our Customer Care Team through email for the action taken
  - b. Final resolution status would be communicated to the investor's registered email address.
5. Investors may also visit the nearest UFC for resolution or
  - a. A communication can be sent by post to the nearest UTI Financial Centre (UFC) / Official Points of Acceptance of UTI AMC.
  - b. You can find the UFC nearest to your location from:  
<http://www.utimf.com/Contact-US/Pages/Locate-Us.aspx>
  - c. Communication can also be sent to our Registrar & Transfer Agent at the below said address -

KFIN Technologies Private Limited  
Unit: UTI Mutual Fund,  
Karvy Selenium Tower B, Plot no 31 & 32  
Financial District, NanaKramguda  
Serilingampally Mandal, Hyderabad-500032

6. The timelines for responding to communication in respect of any regular requests received are as below:

<b>Type of Communication</b>	<b>Timelines</b>
Issue of duplicate dividend warrant	10 Business Days
Issue of duplicate redemption Cheque	10 Business Days
Claim settlement - With Joint Holding or Nomination	10 Business Days
Claim settlement - Without Joint Holding or Nomination	15 Business Days
Registration of nomination	5 Business Days
Updation of change of address	10 Business Days
Updation of change of default bank details	10 Business Days
Registration of multiple bank details	10 Business Days
Updation of minor to major status	5 Business Days
Any other item not covered above and also not covered in SID/SAI/SEBI regulations	10 Business Days

Source: AMFI Best Practice Guidelines Circular No. 21/2010-11 dated March 24, 2011

**Investors are encouraged to register their email address and mobile numbers with us to enable us respond quickly and offer value added services.**

### **ESCALATIONS**

**Level 1:** If the grievances are not resolved through the above sources within the respective timelines detailed above, from the date of lodgment of grievances, then you may escalate them to [uti@kfintech.com](mailto:uti@kfintech.com).

Physical / E mail grievances can be submitted to the nearest UTI Financial Centre (UFC / Regional Operations Coordinator (ROC). To locate the UFC / ROC nearest to you, please access the following link - <http://www.utimf.com/Contact-US/Pages/Locate-Us.aspx>

**Level 2:** In case the grievances remain unresolved within 5 working days, despite escalation as above, then you may refer your grievances giving full particulars of the investment, at the following address:

Ms Nanda Malai  
Associate Vice President  
Department of Operations  
UTI Asset Management Company Ltd  
UTI Tower, Gn Block, Bandra-Kurla Complex  
Bandra (East), Mumbai – 400 051  
Tel: 022 6678 6666 / 022 66786407

**Level 3:** If the grievances remain unresolved despite escalations or if you are still not satisfied with the response, then it may be escalated to the Head - Investor Services, Department of Operations, by email to [gladston@uti.co.in](mailto:gladston@uti.co.in)

### **ESCALATION MATRIX**

<b>Escalation Levels</b>	<b>Source of Redressal</b>	<b>Email address</b>	<b>Telephone No.</b>
Level 1	Chief Manager of nearest UFC / Regional Operations Coordinator	* Respective email ids & uti@kfintech.com	* For respective details please refer to the link
Level 2	Nanda Malai	<a href="mailto:nanda.malai@uti.co.in">nanda.malai@uti.co.in</a>	022-66786407
Level 3	Gladston Somervel	<a href="mailto:gladston@uti.co.in">gladston@uti.co.in</a>	022-66786339

\* <http://www.utimf.com/Contact-US/Pages/Locate-Us.aspx>

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