

| Redressal of Complaints received during April 2019 to March 2020 | | | | | | | | | | | | |
|--|--|--|---|-----------------------|------------|-------------|-----------------|------------------|--------------------------|------------|------------|-------------|
| Name of the Mutual Fund : UTI Mutual Fund | | | | | | | | | | | | |
| Total Number of Folios : 10915080 | | | | | | | | | | | | |
| Complaint code | Type of complaint# | (a) NO. of complaints pending at the beginning of the year | (b) NO of complaints received during the year | Action on (a) and (b) | | | | | | | | |
| | | | | Resolved | | | | Non Action able* | Pending as on 03/04/2020 | | | |
| | | | | Within 30 days | 30-60 days | 60-180 days | Beyond 180 days | | 0-3 months | 3-6 months | 6-9 months | 9-12 months |
| I A | Non receipt of Dividend on Units | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I B | Interest on delayed payment of Dividend | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I C | Non receipt of Redemption Proceeds | 0 | 19 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I D | Interest on delayed payment of Redemption | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II A | Non receipt of Statement of Account/Unit Certificate | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II B | Discrepancy in Statement of Account | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data Corrections in Investor Details | 0 | 112 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II D | Non receipt of Annual Report/Abridged Summary | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III A | Wrong switch between Schemes | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III B | Unauthorized switch between Schemes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III C | Deviation from Scheme attributes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III D | Wrong or excess charges/load | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III E | Non updation of changes viz. address, PAN, bank details, nomination, etc | 0 | 30 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others | 0 | 43 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Grand Total | | 0 | 227 | 227 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| UTI Mutual Fund for FY 2019-20 Complaints Summary | | | | | | | | | | | | |
| Particulars | | Count | | | | | | | | | | |
| Total Complaints Received During FY 2019-20 | | 227 | | | | | | | | | | |
| Total Number of Folios | | 10915080 | | | | | | | | | | |
| Percentage Complaints Against Folios | | 0.0021 | | | | | | | | | | |
| # including against its authorized persons/ distributors/ employees. etc. | | | | | | | | | | | | |
| *Non actionable means the complaint that are incomplete / outside the scope of the mutual fund | | | | | | | | | | | | |