

TERMS AND CONDITIONS

- 1 The Service Request form can be used for lodging complaints or providing feedback or raising a query. The form can be used by any investor irrespective of whether CAN is available or not.
- 2 The Form should be completed in ENGLISH and in BLOCK LETTERS only.
- 3 Information marked (*) are mandatory. Under the respective sections, all relevant details should be provided.
- 4 You can lodge upto 5 complaints / feedback / queries using a single form.
- 5 Please mention the appropriate AMC name, Folio No, Scheme Name and the entity to which the complaint / feedback / query has to be assigned to. This is to ensure that your request reaches the respective entity without any delay.
- 6 In case you have not specified the entity to whom your request has to be assigned or your complaint / feedback / query is ambiguous and could not be assigned to any entity, the same shall be assigned to MFU and MFU in turn will assign your request to the appropriate entity.
- 7 These forms may be submitted to a Distributor or an AMC branch or at any of the "Points of Services" of MFU or may be sent to the MFU office at Thane. For a list of points of service of MFU, please visit our web site www.mfuindia.com.
- 8 Forms received would be date stamped on receipt to evidence date of receipt of the form. An acknowledgement may be issued across the counter confirming the date of receipt.
- 9 The receiving entity user shall capture the details mentioned in the request into MFU system and MFU system will enable the respective entity to whom it is assigned to resolve the same.
- 10 The assigned entity shall resolve the complaint / feedback / query as per their respective business standards and send necessary communication.

COMPLAINT CATEGORIES

- | | |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| I A - Non-receipt of dividend on units | III A - Wrong switch between schemes |
| I B - Interest on delayed payment of dividend | III B - Unauthorized switch between schemes |
| I C - Non-receipt of redemption proceeds | III C - Deviation from scheme attributes |
| I D - Interest on delayed payment of redemption | III D - Wrong or excess charges / load |
| II A - Non-receipt of Statement of Account / Unit Certificate | III E - Non-updation of changes viz. Address, PAN, Bank details, Nomination etc. |
| II B - Discrepancy in Statement of Account | IV - Others |
| II C - Data corrections in Investor details | |
| II D - Non-receipt of Annual Report / Abridged Summary | |