

Investor Complaints Report

Redressal of Complaints received against Mutual Funds (MFs) during APR 2013 TO MARCH 2014 :

Name of Mutual Fund : CANARA ROBECO MUTUAL FUND

Total Number of Folios : 511826

| Complaint Code | Type of Complaint# | (a) No. of complaints pending at the beginning | Action on (a) and (b) | | | | | | | | | | |
|----------------|--|--|--------------------------------|----------------|------------|-------------|-----------------|------------------|------------|------------|------------|-------------|---|
| | | | (b) No. of Complaints received | Resolved | | | | Non Actionable * | Pending | | | | |
| | | | | 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 | 790 | 790 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I B | Interest on delayed payment of Dividend | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I C | Non receipt of Redemption Proceeds | 0 | 148 | 148 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I D | Interest on delayed payment of Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II A | Non receipt of Statement of Account/Unit Certificate | 0 | 38 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II B | Discrepancy in Statement of Account | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data corrections in Investor details | 0 | 270 | 270 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II D | Non receipt of Annual Report/Abridged Summary | 0 | 1 | 1 | 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 | 0 |
| III B | Unauthorized switch between Schemes | 0 | 1 | 1 | 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 | 0 |
| III D | Wrong or excess charges/load | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III E | Non updation of changes viz. address, PAN, bank details, nomination, etc | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others ^s | 0 | 140 | 138 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | | 0 | 1406 | 1404 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

including against its authorized persons/distributors/employees. Etc.

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

Note :

§ Under Type IV (Others) category we have considered the Count for Data Entry Error request received through Letter and Email.

Includes the channel transactions also