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|---|--------------------------|
| Redressal of Complaints received | August - 2023 |
| Name of the Mutual Fund | Samco Mutual Fund |
| Total Number of Folios | 100024 |

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

| Complaint code | 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) | | | | | | | | | |
|----------------|--|--|---|-----------------------|------------|-------------|-----------------|--------------------------------|-----------------|------------|------------|-------------|------------------|
| | | | | Resolved | | | | | Non Actionable* | Pending | | | |
| | | | | Within 30 days | 30-60 days | 60-180 days | Beyond 180 days | Average time taken ^ (in days) | | 0-3 months | 3-6 months | 6-12 months | Beyond 12 months |
| I A | Non receipt of amount declared under Income Distribution cum Capital Withdrawal option | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I B | Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I C | Non receipt of Redemption Proceeds | 1 | 0 | 1 | 0 | 0 | 0 | 8 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II B | Discrepancy in Statement of Account | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data corrections in Investor details | 0 | 0 | 0 | 0 | 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 | 0 |
| III A | Wrong switch between Schemes | 0 | 0 | 0 | 0 | 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 | 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 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III F | Delay in allotment of Units | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III G | Unauthorized Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others ** | 1 | 0 | 1 | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 0 |

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)

| S. No | Month | Carried forward from previous month | Received | Resolved* |
|--------------|--------------|--|-----------------|------------------|
| 1 | 2 | 3 | 4 | 5 |
| 1 | April-2023 | 0 | 2 | 2 |
| 2 | May-2023 | 0 | 1 | 1 |
| 3 | June-2023 | 0 | 0 | 0 |
| 4 | July-2023 | 0 | 2 | 1 |
| 5 | August-2023 | 1 | 0 | 1 |

Part D: Trend of annual disposal of complaints (including complaints received through SCORES)

| S.No | Year | Carried forward from previous year | Received during the year | Resolved during the year |
|-------------|-------------|---|---------------------------------|---------------------------------|
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2017-18 | Not Applicable | Not Applicable | Not Applicable |
| 2 | 2018-19 | Not Applicable | Not Applicable | Not Applicable |
| 3 | 2019-20 | Not Applicable | Not Applicable | Not Applicable |
| 4 | 2020-21 | Not Applicable | Not Applicable | Not Applicable |
| 5 | 2021-22 | 0 | 42 | 42 |
| 6 | 2022-23 | 0 | 4 | 4 |
| 7 | 2023-24 | 0 | 5 | 5 |