



MF Utilities India Pvt. Ltd.

103-105, Orion Business Park, Ghodbunder Road, Kapurbawdi

Thane (West) - 400 607

CIN : U74120MH2013PTC242939

Date: _____

Service Request Form - Complaint / Feedback / Query

REGISTER YOUR COMPLAINT / FEEDBACK / QUERY CENTRALLY THROUGH MFU FOR PARTICIPATING AMCS

Please read all the instructions carefully before filling the form

Please fill in ENGLISH and in BLOCK LETTERS with black ink

Please tick (✓) anyone. In the absence of indication of the option the form is liable to be rejected

Request ID	Distributor / MFU user to write the system generated reference number here
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A. * Unitholder Information:

Common Account Number (CAN) _____

Name of the First/Sole Holder _____

B. Details of the Complaint / Feedback / Query:

<input type="checkbox"/> COMPLAINT	Category <input type="text" value="specify category"/>	refer instructions			<input type="checkbox"/> FEEDBACK	<input type="checkbox"/> QUERY
AMC Name	<input type="text" value="specify AMC name"/>	Folio (if any)	<input type="text" value="specify folio no"/>	Scheme (if any)	<input type="text" value="specify scheme name"/>	
To Whom please tick (✓)	MFU <input type="checkbox"/> AMC <input type="checkbox"/> RTA <input type="checkbox"/>	Distributor <input type="checkbox"/>	POS <input type="checkbox"/>	Entity Name	<input type="text" value="specify AMC / RTA / Distributor / POS entity name"/>	
Details	<input type="text" value="please write the details of your complaint / feedback / query here"/>					

<input type="checkbox"/> COMPLAINT	Category <input type="text" value="specify category"/>	refer instructions			<input type="checkbox"/> FEEDBACK	<input type="checkbox"/> QUERY
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To Whom please tick (✓)	MFU <input type="checkbox"/> AMC <input type="checkbox"/> RTA <input type="checkbox"/>	Distributor <input type="checkbox"/>	POS <input type="checkbox"/>	Entity Name	<input type="text" value="specify AMC / RTA / Distributor / POS entity name"/>	
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<input type="checkbox"/> COMPLAINT	Category <input type="text" value="specify category"/>	refer instructions			<input type="checkbox"/> FEEDBACK	<input type="checkbox"/> QUERY
AMC Name	<input type="text" value="specify AMC name"/>	Folio (if any)	<input type="text" value="specify folio no"/>	Scheme (if any)	<input type="text" value="specify scheme name"/>	
To Whom please tick (✓)	MFU <input type="checkbox"/> AMC <input type="checkbox"/> RTA <input type="checkbox"/>	Distributor <input type="checkbox"/>	POS <input type="checkbox"/>	Entity Name	<input type="text" value="specify AMC / RTA / Distributor / POS entity name"/>	
Details	<input type="text" value="please write the details of your complaint / feedback / query here"/>					

Sign Here	Sign Here	Sign Here
Sole/First Applicant / Guardian	Second Applicant	Third Applicant

ACKNOWLEDGEMENT SLIP (to be filled in by the investor). For any queries please contact the nearest MFU "Point of Service" or call us at 1800-266-1415 (Toll Free) or +91 22 3952 6363.

MF UTILITIES INDIA PVT. LTD., Address: 103-105, 1st Floor, Orion Business Park, Ghodbunder Road, Kapurbawdi, Thane (West) - 400 607, India

Received from Mr. / Ms. M/s. _____ the complaint / feedback / query form.

POINT OF SERVICE STAMP & SIGNATURE

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 | |