

INVESTOR CHARTER – REGISTRARS TO AN ISSUE AND SHARE TRANSFER AGENTS (RTAs)

VISION

To be a trusted, transparent and prompt service provider to the investors, conforming to the highest standards of compliance, confidentiality and professionalism in conduct, to meet the obligation towards investors in Indian capital markets.

MISSION

- To maintain high standard of integrity in the conduct of business by fulfilling obligations in a prompt, ethical and professional manner.
- To comply with all regulatory requirements in a time bound manner
- To facilitate prompt service to investors by and through streamlining the process and harnessing technology
- To facilitate easy approach, communication and interface with investors so as to resolve their queries / grievances

Services provided by MFU to investors

A] The Company is engaged in the business of offering transaction and related services for the MF Industry in India, primarily offering ease and convenience in transaction submission for Investors, Distributors and RIAs through digital means.

B] Facilitating service request like Change of Bank Mandate, Change of Depository Account, Change of Contact Details, Change of Additional KYC Details, Nomination Form etc.

C] Redressing the grievance received through mails and letters as well as through SCORES.

Timelines pertaining to various services provided by MFU

Sr. No	Nature of Service	Expected Timelines (number of days)
A	I. Facilitating of request for change in / up-dation of	
	a. Name	30
	b. Signature	30
	c. Nomination	30
	d. Contact details (Address, email-address and Mobile number)	15
	e. Bank account details	15
B	Grievance Redressal	
1	Providing response to the inquiries of the investors and Redressal of Grievance	30

Rights of investors

- Receive all the benefits/ material information declared by the Mutual Funds.
- Actively participate in the AGM / EGM of the Mutual Fund company & E-voting events so as to be a part of the decision making of the Mutual Fund company's business resolutions.
- In case of any grievances, approach RTA, Depository, Company, Stock Exchange or SEBI for resolution within prescribed timelines.

DOs and DON'Ts for Investor

Dos	Don't's
<ol style="list-style-type: none">1. Encash dividend/Interest regularly to avoid transfer of unclaimed amount/underlying securities to IEPF.2. Follow up diligently and promptly if you have not receive allotment intimation/ certificate / dividend / interest etc.3. Ensure that your PAN is registered with the RTA for all your folios.4. Ensure nomination is registered for all your securities to smoothen the transmission.5. Ensure that all KYC details viz full postal address with PIN, mobile number, e-mail address etc. are updated to facilitate the RTA for sending communication.4. Ensure that correct and complete Bank details are recorded with RTA.5. Ensure that the documents provided for availing any investor service request are complete in all respects and keep copies of documents sent to the RTA.6. Monitor all corporate announcements pertaining to investments made.	<ol style="list-style-type: none">1. Do not keep your folios without PAN.2. Do not keep your folios without nomination3. Do not deal with unauthorized persons for any investor service requests such as change in / up-dation of address, e-mail address, mobile number and bank details.4. Do not share security details, viz. folio number, certificate number, distinctive number(s), bank details, specimen signature, KYC documents, etc. with unknown person(s).

Grievance Redressal Mechanism at MFU

Please feel free to call us on +91 22 6134 4316 or connect with us by raising a query in [CenCoM](#)

If the investor is not satisfied with the redressal / resolution of the complaint by the mutual fund company / RTA, investor can lodge the complaint on the SEBI SCORES.

o Grievance Redressal Mechanism at SEBI

Complaints can be lodged with SEBI electronically through SEBI Complaints Redress System - SCORES (a web based centralized grievance redressal system of SEBI at <https://scores.gov.in/>)