

Redressal of Complaints received during		2020-2021										
Name of the Mutual Fund		BNP Paribas Mutual Fund										
Total Number of Folios		278,450										
Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the year	Action on (a) and (b)									
			(b) No of complaints received during the year	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	-	-	-	-	-	-	-	-	-	-
I B	Interest on delayed payment of Dividend	0	-	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Proceeds	0	-	-	-	-	-	-	-	-	-	-
I D	Interest on delayed payment of Redemption	0	12	12	-	-	-	-	-	-	-	-
II A	Non receipt of Statement of Account/Unit Certificate	0	-	-	-	-	-	-	-	-	-	-
II B	Discrepancy in Statement of Account	0	-	-	-	-	-	-	-	-	-	-
II C	Data corrections in Investor details	0	22	22	-	-	-	-	-	-	-	-
II D	Non receipt of Annual Report/Abridged Summary	0	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	0	-	-	-	-	-	-	-	-	-	-
III B	Unauthorized switch between Schemes	0	-	-	-	-	-	-	-	-	-	-
III C	Deviation from Scheme attributes	0	-	-	-	-	-	-	-	-	-	-
III D	Wrong or excess charges/load	0	-	-	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	6	6	-	-	-	-	-	-	-	-
IV	Others **	0	14	14	-	-	-	-	-	-	-	-
<b>Total</b>		<b>0</b>	<b>54</b>	<b>54</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# including against its authorized persons/ distributors/ employees. etc.

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

The details of investor complaints received by BNP Paribas Mutual Fund for the period April 1, 2020 - March 31, 2021 was approved by the Trustees on May 11, 2021.