

FRANKLIN TEMPLETON MUTUAL FUND
INVESTOR COMPLAINTS REPORT FOR THE FINANCIAL YEAR 2009-10

Total number of folios

23,33,614

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 mths	3 - 6 mths	6 - 9 mths	9 - 12 mths
I A	Non receipt of Dividend on units	173	5213	4497	361	110	2	2	404	8	2	0
I B	Interest on delayed payment of Dividend	6	54	42	9	4	0	0	2	2	1	0
I C	Non receipt of Redemption proceeds	32	6147	5488	286	57	7	6	326	3	4	2
I D	Interest on delayed payment of Redemption	5	147	113	16	10	2	0	9	1	1	0
II A	Non receipt of Statement of Account/Unit Certificate	1	2350	2337	9	0	0	0	5	0	0	0
II B	Discrepancy in Statement of Account	0	21	19	0	0	0	0	0	2	0	0
II C	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	1	231	200	14	1	0	0	16	0	1	0
III B	Unauthorized switch between Schemes	2	62	53	3	6	0	0	2	0	0	0
III C	Deviation from Scheme attributes	0	0	0	0	0	0	0	0	0	0	0
III D	Wrong or excess charges/load	2	120	95	13	5	0	0	7	2	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	2	174	136	15	7	0	0	18	0	0	0
IV	Others	140	14407	13337	560	152	17	8	445	10	12	6
TOTAL		364	28926	26317	1286	352	28	16	1234	28	21	8

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

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

Notes:

1) The time shown above is the average time for resolution of complaints from receipt of initial complaint till eventual closure. Delays could be caused by a variety of factors including the need to receive information from clients, due process followed by banks in cases where payment instruments have been lost and delays due to verification of certain facts received from clients. The majority of cases have been resolved within the 30 day time frame.

2) This Report has been approved by the Board of Franklin Templeton Trustee Services Private Limited at its Meeting held on June 19, 2010.