

FRANKLIN TEMPLETON MUTUAL FUND
INVESTOR COMPLAINTS REPORT FOR THE FINANCIAL YEAR 2010 -11

Number of Folios:

20,76,504

Complaint Code	Type of Complaint#	No. of complaints pending at the beginning of the year (a)	No. of Complaints received during the year (b)	Action on (a) and (b)								
				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	414	1981	1881	336	129	3	0	41	2	1	2
I B	Interest on delayed payment of Dividend	5	28	22	3	3	3	0	2	0	0	0
I C	Non receipt of Redemption Proceeds	335	2127	1968	331	117	10	0	22	4	2	8
I D	Interest on delayed payment of Redemption	11	107	77	24	16	0	0	1	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	5	559	556	6	2	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	2	27	23	1	3	0	0	2	0	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	17	86	93	7	2	1	0	0	0	0	0
III B	Unauthorized switch between Schemes	2	50	46	3	0	0	0	3	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	9	36	39	4	2	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	18	70	74	10	4	0	0	0	0	0	0
IV	Others	473	8110	7843	458	176	15	4	72	3	2	10
TOTAL		1291	13181	12622	1183	454	32	4	143	9	5	20

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

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

Note:

1) Approximately 96% of the complaints have been resolved within 30 days. 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.

2) This Report has been approved by the Board of Franklin Templeton Trustee Services Private Limited at its Meeting held on May 30, 2011.