

Redressal of Complaints received during 2011-2012
Name of the Mutual Fund Goldman Sachs Mutual Fund
Total Number of Folios 283,921

| Complaint Code | Type of Complaint# | (a) No. of complaints pending at the beginning of the year | (b) No. of complaints received during the year | 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 | |
| IA | Non Receipt of Dividend on Units | - | 1.00 | 1.00 | - | - | - | - | - | - | - | - | - |
| IB | Interest on delayed payment of Dividend | - | - | - | - | - | - | - | - | - | - | - | - |
| IC | Non receipt of Redemption Proceeds | 1.00 | - | 1.00 | - | - | - | - | - | - | - | - | - |
| ID | Interest on delayed payment of Redemption | - | - | - | - | - | - | - | - | - | - | - | - |
| IIA | Non Receipt of Stament of Account/ Unit Certificate | - | 1.00 | 1.00 | - | - | - | - | - | - | - | - | - |
| IIB | Discrepancy in Statement of Account | - | 13.00 | 13.00 | - | - | - | - | - | - | - | - | - |
| IIC | Non Receipt of Annual Report/ Abridged Summary | - | - | - | - | - | - | - | - | - | - | - | - |
| IIIA | Wrong switch between Schemes | - | - | - | - | - | - | - | - | - | - | - | - |
| IIIB | Unauthorised switch between Schemes | - | - | - | - | - | - | - | - | - | - | - | - |
| IIIC | Deviation from Scheme attributes | - | - | - | - | - | - | - | - | - | - | - | - |
| IIID | Wrong or excess charges/ load | - | - | - | - | - | - | - | - | - | - | - | - |
| IIIE | Non updation of changes viz. address, PAN, bank details, nomination, etc | - | 2.00 | 2.00 | - | - | - | - | - | - | - | - | - |
| IV | Others | - | 26.00 | 25.00 | - | - | - | - | - | 1.00 | - | - | - |

Including against its authorised persons/ distributors/ employees, etc
*Non actionable means the complaint are incomplete/ outside the scope of mutual fund