

Annexure A

Redressal of Complaints received during the period: 01/09/2022 to 30/09/2022

Name of the Mutual Fund: Sykes and Ray Equities (I) Ltd.

Total Number of Folios: Data for every month ending – Sept 2022

Part A: Total complaints report (including complaints received through SCORES)

| Complaint code | Type of complaint # | (a) No. of complaint spending at the beginning of the period | (b) No of complaint sreceived during the period | Action on (a) and (b) | | | | | | | | | |
|----------------|--|--|---|-----------------------|------------|-------------|-----------------|--------------------------------|------------------|------------|------------|-------------|------------------|
| | | | | Resolved | | | | | Non Actionable * | Pending | | | |
| | | | | Within 30 days | 30-60 days | 60-180 days | Beyond 180 days | Average time taken ^ (in days) | | 0-3 months | 3-6 months | 6-12 months | Beyond 12 months |
| I A | Non receipt of amount declared under Income Distribution cum Capital Withdrawal option | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I B | Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Complaint code | Type of complaint# | (a) No. of complaint spending at the beginning of the period | (b) No of complaint sreceived during the period | Action on (a) and (b) | | | | | | | | | |
|----------------|---|--|---|-----------------------|-------------|--------------|-----------------|--------------------------------|------------------|------------|------------|-------------|------------------|
| | | | | Resolved | | | | | Non Actionable * | Pending | | | |
| | | | | Withi n30 days | 30- 60 days | 60- 180 days | Beyon d180 days | Average time taken ^ (in days) | | 0-3 months | 3-6 months | 6-12 months | Beyon d12 months |
| I C | Non receipt of Redemption Proceeds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I D | Interest on delayed payment of Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II A | Non receipt of Statement of Account/ Unit Certificate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II B | Discrepancy in Statement of Account | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data corrections in Investor details | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II D | Non receipt of Annual Report/Abridged Summary | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III A | Wrong switch between Schemes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Complain tcode | Type of complaint # | (a) No. of complaint spending at the beginnin g of the period | (b) No of complaint sreceived during the period | Action on (a) and (b) | | | | | | | | | |
|----------------|---|---|---|-----------------------|-------------|--------------|-----------------|--------------------------------|-------------------|------------|------------|-------------|------------------|
| | | | | Resolved | | | | | Non Actiona ble * | Pending | | | |
| | | | | Withi n30 days | 30- 60 days | 60- 180 days | Beyon d180 days | Average time taken ^ (in days) | | 0-3 months | 3-6 months | 6-12 months | Beyon d12 months |
| III B | Unauthorized switch between Schemes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III C | Deviation from Scheme attributes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III D | Wrong or excess charges/load | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III E | Non updation ofchanges viz. address, PAN, bank details, nomination, etc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III F | Delay in allotment of Units | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III G | Unauthorized Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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

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

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Part B: Report on complaints received through SCORES

| Complain tcode | Type of complaint# | (a) No. of complaint spending at the beginning ofthe period | (b) No of complaint sreceived during the period | Action on (a) and (b) | | | | | | | | | |
|-------------------|---|--|---|--------------------------|-------------------|--------------------|-----------------------|--|----------------------------|---------------|---------------|----------------|------------------------|
| | | | | Resolved | | | | | Non Actionabl e * | Pending | | | |
| | | | | Withi n30 days | 30- 60 days | 60- 180 days | Beyon d180 days | Averag etime taken ^ (in days) | | 0-3 months | 3-6 months | 6-12 months | Beyon d12 months |
| I A | Non receipt of amount declared under Income Distribution cum Capital Withdrawal option | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I B | Interest on delayed paymentof amount declared under Income Distribution cum Capital Withdrawal option | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I C | Non receipt of Redemption Proceeds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I D | Interest on delayed payment of Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II A | Non receipt of Statement of Account/Unit Certificate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II B | Discrepancy in Statement of Account | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data corrections in Investor details | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II D | Non receipt of Annual Report/Abridged Summary | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Complain tcode | Type of complaint# | (a) No. of complaint spending at the beginning ofthe period | (b) No of complaint sreceived during the period | Action on (a) and (b) | | | | | | | | | |
|-------------------|---|---|---|--------------------------|-------------------|--------------------|-----------------------|--|----------------------------|---------------|---------------|----------------|------------------------|
| | | | | Resolved | | | | | Non Actionabl e * | Pending | | | |
| | | | | Withi n30 days | 30- 60 days | 60- 180 days | Beyon d180 days | Averag etime taken ^ (in days) | | 0-3 months | 3-6 months | 6-12 months | Beyon d12 months |
| III A | Wrong switch between Schemes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III B | Unauthorized switch between Schemes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III C | Deviation from Scheme attributes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III D | Wrong or excess charges/load | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III E | Non updation of changes viz. address, PAN, bank details,nomination, etc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III F | Delay in allotment of Units | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III G | Unauthorized Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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

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

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)

| SN | Month | Carried forward from previous month | Received | Resolved * | Pending* |
|----|--------------------|-------------------------------------|----------|------------|----------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April- 2022 | 0 | 0 | 0 | 0 |
| 2 | May- 2022 | 0 | 0 | 0 | 0 |
| 3 | June- 2022 | 0 | 0 | 0 | 0 |
| 4 | July- 2022 | 0 | 0 | 0 | 0 |
| 5 | Aug-2022 | 0 | 0 | 0 | 0 |
| | | | | | |
| | | | | | |
| | | | | | |
| | Grand Total | 0 | 0 | 0 | 0 |

*Should include complaints of previous months resolved in the current month. If any.

** Should include total complaints pending as on the last day of the month, if any.

Part D: Trend of annual disposal of complaints (including complaints received through SCORES)

| SN | Year | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|-----------|--------------------|---|---------------------------------|---------------------------------|---------------------------------------|
| 1 | 2017-18 | 0 | 0 | 0 | 0 |
| 2 | 2018-19 | 0 | 0 | 0 | 0 |
| 3 | 2019-20 | 0 | 0 | 0 | 0 |
| 4 | 2020-21 | 0 | 0 | 0 | 0 |
| 5 | 2021-22 | 0 | 0 | 0 | 0 |
| | Grand Total | 0 | 0 | 0 | 0 |