

Redressal of Complaints received against Invesco Mutual Fund during 2018-19

Total Number of Folios as on March 31, 2019: 7,46,131

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	
I A	Non receipt of Dividend on Units	-	-	-	-	-	-	-	-	-	-	-	
I B	Interest on delayed payment of Dividend	-	-	-	-	-	-	-	-	-	-	-	
I C	Non receipt of Redemption Proceeds	-	2	2	-	-	-	-	-	-	-	-	
I D	Interest on delayed payment of Redemption	-	-	-	-	-	-	-	-	-	-	-	
II A	Non receipt of Statement of Account/Unit Certificate	-	-	-	-	-	-	-	-	-	-	-	
II B	Discrepancy in Statement of Account	-	-	-	-	-	-	-	-	-	-	-	
II C	Data corrections in Investor details	-	154	153	1	-	-	-	-	-	-	-	
II D	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-	
III A	Wrong switch between Schemes	-	4	4	-	-	-	-	-	-	-	-	
III B	Unauthorized switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	
III C	Deviation from Scheme attributes	-	-	-	-	-	-	-	-	-	-	-	
III D	Wrong or excess charges/load	-	-	-	-	-	-	-	-	-	-	-	
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	-	18	18	-	-	-	-	-	-	-	-	
IV	Others **	-	6	6	-	-	-	-	-	-	-	-	
Total		-	184	183	1	-	-	-	-	-	-	-	

including against its authorized persons/ distributors/ employees. etc. *Non actionable means the complaint that are incomplete / outside the scope of the mutual fund

** If others include a type of complaint which is more than 10% of overall complaint, provide that reason separately

Example : Complaint number from I A to III E is 1000 and Others alone is 500 and transmission linked complaints (within others) are 200 then provide Transmission as separate reason (V) along with all other parameters

Others ** Category : STP - 3, Switch - 2, Refund - 1

For Invesco Trustee Pvt. Ltd.