Platforms for Resolution of Grievances by Investors & Financial Advisors

It is our vision to be the most preferred mutual fund. We endeavor to achieve this mission by striving to provide the best-in-class service continuously. As our valued partner in progress, it is also our attempt to make available multiple touch points and channels for you to be in touch with us. Your feedback and suggestions or grievances will enable us to not only address and resolve them but also help us in our journey towards creating excellent service.

1. Grievances can be lodged, from 8 am to 8pm on all 7days, through Call Centre at Toll Free Number - 18002661230 / Non Toll Free no. 022 - 6227 8000

    a. Call Centre will provide Grievance registration number to caller and refer the grievance to the R & T for resolution
    b. Investor's mobile number and email id to be provided for further intimation

2. Grievances can be lodged through our Website www.utimf.com. The link to the page is https://www.utimf.com/help-and-support/locate-us

    a. The above given link may be used to register your grievance.
    b. Auto generated acknowledgement with registration number would be sent to the investor for further referencing / tracking
    c. Resolution status from Kfintech would be communicated to the investor's registered email address.

3. You can email your grievance to uti@kfintech.com or service@uti.co.in
    a. Auto acknowledgement would be sent to the investors for the grievances sent to Kfintech.
    b. Kfintech officials will intimate the complete resolution status to the investor's registered email address.

4. Investors may also visit the nearest UFC for resolution or
    a. Communication can be sent by courier to the nearest UTI Financial Centre (UFC) / Official Points of Acceptance of UTI AMC.

    b. You can find the UFC nearest to your location from:
    http://www.utimf.com/help/uti-offices/

    c. Communication can also be sent to our Registrar & Transfer Agent at the below said address -

    KFIN Technologies Private Limited
    Unit: UTI Mutual Fund,
    Karvy Selenium Tower B, Plot no 31 & 32
    Financial District, NanaKramguda
    Serilingampally Mandal, Hyderabad-500032

5. Investors can also raise their grievance with SEBI and SMART ODR.

    https://scores.sebi.gov.in/
    https://www.utimf.com/link-to-odr

Information Classification: UTI AMC - Confidential

6. The timelines for responding to communication in respect of any regular requests received are as below:

Type of Communication	**Current TAT**
Issue of Duplicate Dividend /Redemption Warrant	10 Business Days
Transmission (Death Claim Settlement)	10 Business Days
Registration of Nomination	5 Business Days
Change/Update of Bank Details	5 Business Days
Registration of Multiple Bank Mandate	5 Business Days
Update of Minor Attaining Major	5 Business Days
Any other Item Not Covered Above and not covered in SID/SAI/SEBI Regulations	10 Business Days

Source: AMFI Best Practice Guidelines Circular issued from time to time.

Investors are encouraged to register their email address and mobile numbers with us to enable us to respond quickly and offer value added services.

ESCALATIONS

Level 1: If the grievances are not resolved through the above sources within the respective timelines detailed above, from the date of lodgment of grievances, then you may escalate them to uti@kfintech.com or service@uti.co.in

Physical / E mail grievances can be submitted to the nearest UTI Financial Centre (UFC / Regional Operations Coordinator (ROC). To locate the UFC / ROC nearest to you, please access the following link –

https://www.utimf.com/help-and-support/locate-us

Level 2: In case the grievances remain unresolved within 5 working days, despite escalation as above, then you may refer your grievances giving full particulars of the investment, at the following address:

Ms Madhavi Dicholkar
Vice President
Department of Operations
UTI Asset Management Company Ltd
UTI Tower, Gn Block, Bandra-Kurla Complex
Bandra (East), Mumbai – 400 051
Email ID : madhavi.dicholkar@uti.co.in
Tel: 022 6678 6666 / 022 66786258

Level 3: If the grievances remain unresolved within 5 working days despite escalations or if you are still not satisfied with the response, then it may be escalated to the Head - Investor Services, Department of Operations, by email to rajesh.deore@uti.co.in

Level 4: If the grievance remains unresolved or have not received any satisfactory response even after escalating to Head – Investor Services you can escalate the issue to Head-Compliance, by email to gayatri.kannan@uti.co.in

Level 5: If the response is not satisfactory even after escalating to all above levels, then you may escalate the grievance to CEO by email to Ceo@uti.co.in

ESCALATION MATRIX

Escalation Levels	Source of Redressal	Email address	Telephone No.
Level 1	Chief Manager of nearest UFC / Regional Operations Coordinator	* Respective email ids & uti@kfintech.com	* For respective details please refer to the link
Level 2	Madhavi Dicholkar	Madhavi.Dicholkar@uti.co.in	022-66786258
Level 3	Rajesh Deore	Rajesh.Deore@uti.co.in	022-66786227
Level 4	Gayatri Kannan	Gayatri.kannan@uti.co.in	022-66786714
Level 5	Vetri Subramaniam	ceo@uti.co.in	022-66786771

* https://www.utimf.com/help-and-support/locate-us

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