

## Annexure 1

## Redressal of Complaints Received During the Period: 01/09/2026 to 30/09/2026

Name of the Mutual Fund: **Capitalmind Mutual Fund**Total Number of Folios: **13,939**

## Part A: Total Complaints Report (including complaints received through SCORES)

| Complaint code | Type of complaint#                                                                                     | (a) No. of complaints pending at the beginning of the period | (b) No of complaints received 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                |
| 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                |
| 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                                                            | 1                                               | 1                     | 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                |
|                | <b>Grand Total</b>                                                                                     | <b>0</b>                                                     | <b>0</b>                                        | <b>0</b>              | <b>0</b>   | <b>0</b>    | <b>0</b>        | <b>0</b>                       | <b>0</b>         | <b>0</b>   | <b>0</b>   | <b>0</b>    | <b>0</b>         |

# Including against its authorised persons / distributors / employees, etc.

\* Non-actionable: complaints that are incomplete or outside the scope of the mutual fund.

^ Average Resolution Time = Sum of time taken to resolve each complaint in the month ÷ Total complaints resolved in the month.

## Part B: Report on Complaints Received Through SCORES

| Complaint code | Type of complaint#                                                                                     | (a) No. of complaints pending at the beginning of the period | (b) No of complaints received 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                |
| 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                |
| 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                |
|                | <b>Grand Total</b>                                                                                     | <b>0</b>                                                     | <b>0</b>                                        | <b>0</b>              | <b>0</b>   | <b>0</b>    | <b>0</b>        | <b>0</b>                       | <b>0</b>         | <b>0</b>   | <b>0</b>   | <b>0</b>    | <b>0</b>         |

# Including against its authorised persons / distributors / employees, etc.

\* Non-actionable: complaints that are incomplete or outside the scope of the mutual fund.

^ Average Resolution Time = Sum of time taken to resolve each complaint in the month ÷ Total complaints resolved in the 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  | April 2026         | 0                                   | 0        | 0         | 0         |
| 2  | May 2026           | 0                                   | 0        | 0         | 0         |
| 3  | June 2026          | 0                                   | 0        | 0         | 0         |
| 4  | July 2026          | 0                                   | 0        | 0         | 0         |
| 5  | August 2026        | 0                                   | 0        | 0         | 0         |
| 6  | September 2026     | 0                                   | 1        | 1         | 0         |
| 7  | October 2026       | –                                   | –        | –         | –         |
| 8  | November 2026      | –                                   | –        | –         | –         |
| 9  | December 2026      | –                                   | –        | –         | –         |
| 10 | January 2027       | –                                   | –        | –         | –         |
| 11 | February 2027      | –                                   | –        | –         | –         |
| 12 | March 2027         | –                                   | –        | –         | –         |
|    | <b>Grand Total</b> | <b>0</b>                            | <b>1</b> | <b>1</b>  | <b>0</b>  |

\* 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 End of Year |
|----|--------------------|------------------------------------|--------------------------|--------------------------|------------------------|
| 1  | 2025–26            | 0                                  | 3                        | 3                        | 0                      |
| 2  | 2026–27            | 0                                  | 1                        | 1                        | 0                      |
|    | <b>Grand Total</b> | <b>0</b>                           | <b>4</b>                 | <b>4</b>                 | <b>0</b>               |