



## Investor Grievances Mechanism

At LIC Mutual Fund, we believe in providing the best of our services to our investors. We provide easy access to information on our products and services; we also help you get your grievances redressed with ease. Resolving your problem helps us review our processes and take necessary steps to prevent recurrence. We aim to respond to your complaint with efficiency, courtesy and fairness.

### Call Centre

Toll free Number 1800-258-5678 (Monday to Saturday between 9.00 a.m. to 6.30 p.m. except AMC Holidays)

### E-Mail

You can also email to the LIC Mutual Fund Investor Service Centre (ISC) where you normally transact for any service request or query. The email ID of our ISC is available on our website. [http://www.licmf.com/contact\\_us](http://www.licmf.com/contact_us) or write to us on [service\\_licmf@kfintech.com](mailto:service_licmf@kfintech.com)

### Walk In - Investor Service Centers

We have offices located in major cities all over India. For a complete list of our branch offices. Please click here [http://www.licmf.com/contact\\_us](http://www.licmf.com/contact_us)

### Feedback and Grievance

Feedback/Grievance, you can email us at our email ID [redressal@licmf.com](mailto:redressal@licmf.com)

### Investor Relations Officer

If you are not satisfied with the resolution that you have received, you may contact our Investor Relations Officer at the below mentioned address:

Mr. Prashant Thakkar  
LIC Mutual Fund Asset Management Ltd.  
Industrial Assurance Building, 4th Floor,  
Opp. Churchgate Station,  
Mumbai - 400 020  
Email: [redressal@licmf.com](mailto:redressal@licmf.com)  
Toll free Number-1800-258-5678

### **SEBI SCORES**

In case Investors do not receive a response within 30 business days of approaching the AMC, or if they are not satisfied with the resolution received from the AMC, they can escalate their issues to SEBI (Securities and Exchange Board of India) and update their complaints on SCORES (SEBI Complaints Redress System). SCORES allow investor to lodge his complaint online with SEBI and subsequently view its status on their website.

SEBI SCORES Website Link: <http://scores.sebi.gov.in/>

Online Resolution of Disputes through Conciliation / Arbitration (Smart ODR):

Investors are requested to take up their grievances directly with LIC Mutual Fund at first level. If the grievance is not redressed satisfactorily, then they may escalate the same to SEBI through SEBI SCORES Portal. In case, if the same is not resolved or he/she is still not satisfied with the resolution, they can opt for online resolution of dispute through Conciliation/Arbitration on SMART ODR Portal at <https://smartodr.in/login>

For details on the process and terms & conditions, please [click here](#).

**Note--: All Service requests and queries are handled at Registrar level.**