

INVESTOR DETAILS ALONG WITH RISK PROFILE

Name_____

Mobile_____

Email_____

Occupation_____

Number of Family Members_____

Dependent_____

A. The number of year you have until retirement is?

Ans _____

B. Your Current Annual Income?

Ans _____

C. If your current source of Income were to stop today, for how long will your present saving support you?

Ans _____

D. Your Preference of Investment in Capital Market is Equity/ Debt Instruments?

Ans _____

E. Please Describe your current Protection Coverage (Life/Non-Life Insurance cover)

Life Insurance Policy Details	Total Sum Assured/ Coverage
Health Insurance Policy Details	Sum Assured/ Coverage
Accidental Insurance Policy Details	Sum Assured/ Coverage

F. Please share your Current Financial Details (Home Loan, Other retail asset Loan)

Loan Product	Total Loan Amount
Home Loan	
Loan against Shares	
Home Equity (LAP)	
Other Loan	
Vehicle Loan	
Total Amount	

G. Do you have any other Investment Portfolio:

MF/ Fixed Deposit/ Shares/ Bonds-Debentures/ others

H. Do you have emergency funds available:

YES/NO

I. Any Suggestion/ Feedback/ Remarks.

RISK ASSESSMENT

AGE-

- ☐ Below 30 Years
- ☐ 30-45 Years
- ☐ 45-60 Years
- ☐ Above 60 Years

INVESTMENT HORIZON

- ☐ Less than 1 Year
- ☐ 1-3 Years
- ☐ 3-5 Years
- ☐ More than 5 Years

INCOME STABILITY

- ☐ Irregular Income
- ☐ Regular Income
- ☐ Stable salary/ Business income
- ☐ Multiple Stable Income sources

Q.1 What best describes your current life stage?

Planning for wealth creation	9
Few liabilities, Planning Retirement	7
Retired	6
Mid Career, Family expenses	5
Home loan, Kids with Higher Education	1

Q.2 What is your main investment Goal?

Long term goal, Wealth Creation	10
Growth + Income	8
Regular Income	3
Capital Protection	1
Legacy Planning/ Investments	9

Q.3 How secure is your Current and Future Income?

Very Secure	9
Fairly Secure	7
Somewhat Secure	5
Fluctuating	3
Not secure	1

Q.4 What is your approximate net worth (excluding house)?

Rs.5 Crore +	9
Rs.3-5 Crore	7
Rs.1-3 Crore	5
Rs.50 Lakhs – 1 crore	3
< Rs. 50 Lakhs	1

Q.5 How familiar are you with your investments?

Very Familiar	9
Fairly	7
Somewhat	5
Slightly	3
Not at all	1

Q.6 To earn more than Bank interest, you may need to accept market ups and downs. How important is protecting your capital from loss?

Not worried about volatility	9
Accept some volatility	6
Somewhat important	3
Very important	1

Q.7 How long can you stay invested before needing to withdraw?

More than 10 years	9
6-10 years	6
3-5 years	3
Within 2 years	1

Q.8 If your portfolio drops to 15%, how do you react?

Invest with top up amount	9
Invest more	7
Hold	5
Sell Partially	3
Sell all	1

Q.9 What is your overall investment style Preference?

Aggressive	
Growth focused	
Balanced	
Conservative with some risk	
Safety Focused	

Q.10 How much do you rely on this portfolio for your regular income?

Not at all	9
Minimal	6
Somewhat	3
Fully dependent	1

Q.11 Portfolios with more growth assets have higher return potential but also higher risk. Which portfolio's risk-return trade-off are you most comfortable with?

100%	9
90%	7
75%	5
65%	3
35%	1

Customer Satisfaction Survey for Mutual Fund Investors

SECTION 1: Investor Profile

1. Age Group: ☐ Below 25 ☐ 25-35 ☐ 36-45 ☐ 46-60 ☐ Above 60

2. How long have you been investing in mutual funds?

☐ <1 year ☐ 1-3 years ☐ 3-5 years ☐ >5 years

3. Preferred Investment Mode: ☐ SIP ☐ Lump Sum ☐ Both

SECTION 2: Service Satisfaction (Rate 1-5)

Ease of account opening (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Understanding of product features (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Responsiveness of MFD (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Availability of investment information (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Online platform/app experience (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Transaction process (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Communication and updates (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

Overall service quality (1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐)

SECTION 3: Investment Experience

- ☐ Are you satisfied with the performance of your mutual fund investments? ☐ Yes ☐ No
- ☐ Do the recommended schemes match your financial goals? ☐ Yes ☐ No
- ☐ Do you plan to continue investing in mutual funds? ☐ Yes ☐ No

SECTION 4: Net Promoter Score (NPS)

- ☐ How likely are you to recommend our services?
0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

SECTION 5: Commission Disclosure & Transparency

Were you informed about the commission/trail income earned by the distributor/advisor on your mutual fund investments? ☐ Yes ☐ No ☐ Not Aware

Transparency of commission and charges disclosure: 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Do commission disclosures help you make informed decisions? ☐ Yes ☐ No ☐ Not Sure

Would you like periodic information regarding commissions/expenses? ☐ Yes ☐ No

SECTION 6: Areas for Improvement

Do you feel any area needs improvement? ☐ Yes ☐ No

Would you like any additional services? ☐ Yes ☐ No

Comments / Suggestions:

Compliance Declaration: I confirm that the commission disclosure, expense ratio information, and applicable charges related to my mutual fund investments have been explained to me. ☐ Yes ☐ No

Investor Name: _____

Investor Signature: _____

Date: ____/____/____