QUESTIONNAIRE
QUESTIONNAIRE - I
INVESTORS' PERCEPTIONS OF MUTUAL FUNDS
QUESTIONNAIRE TO INVESTORS

CONFIDENTIAL
PART - I

PERSONAL INFORMATION

1. Name ______________________

2. Place of Living (Tick √)
   Rural [ ] Urban [ ]

3. Sex (Tick √)
   Male [ ] Female [ ]

4. Age (Tick √)
   1. Upto 30 Years [ ] 2. 31 to 40 Years [ ]
   3. 41 to 50 Years [ ] 4. 51 to 60 Years [ ]
   5. Above 60 Years [ ]

5. Educational Qualification : (Tick √)
   1. No formal education [ ] 2. School and Inter [ ]
   3. Under graduate [ ] 4. Postgraduate [ ]
   5. Technical and professional [ ]

6. Occupational Status : (Tick √)
   4. Retired. [ ] 5. Land lord [ ] 6. Others [ ]

7. Household monthly income from all sources : (Tick √)
   1. Upto Rs. 2500/- [ ] 2. Rs.2501/- to 5000/- [ ]
   3. Rs. 5001/- to 10000/- [ ]
   4. Rs.10001/- to 20000/- [ ] 5. Above Rs.20000/- [ ]
PART - II  
OVERALL DISTRIBUTION OF INVESTMENTS

8. How much of income do you save in a month (Tick ✓)

1. Below 5%.
2. 2.5% to 10%
3. 10% to 15%
4. 15% to 20%
5. Above 20%

9. Your present holdings in financial assets: (Tick ✓)

1. Bank Deposits
2. Insurance Policies (LIC)
3. Provident fund
4. National Saving Certificates
5. Units of Mutual Funds
6. Company deposits
7. Shares and debentures
8. Deposits in NBFC

10. How safe are the following investments in your opinion: (Tick ✓)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Absolutely Safe</th>
<th>Reasonably Safe</th>
<th>Some - What Safe</th>
<th>Unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bank Deposits</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>New Shares of Companies</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Bonds/Debentures</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>National Saving Certificate</td>
<td></td>
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<tr>
<td>5</td>
<td>Units of Mutual Funds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Company deposits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Deposits in NBFCs</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
11. Did you make fresh investments in the following forms during 1996-97 to 2000-2001 (Tick √)

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Bank Deposits</td>
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<td></td>
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<td></td>
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<tr>
<td>New or Additional LIC Policies</td>
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<tr>
<td>Bonds/debentures including ICICI and IDBI</td>
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<tr>
<td>National saving certificates</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Units of Mutual Funds</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Company Deposits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shares of a Company</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Deposits in NBFCs</td>
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</tbody>
</table>

PART - III

FOR MUTUAL FUND INVESTORS ONLY

We are attempting to measure public awareness and interest in mutual fund organisations.

12. (a) Specify first in which year you have invested in Mutual Fund organisation

(b) If you have not invested in mutual funds, is it because (Tick √)

1. Lack of awareness of mutual funds            
2. Lack of Surplus savings                      
3. Failure of mutual funds                      

iiii
13. Are you having investments in
   1. Unit Trust of India
   2. Bank Mutual Funds
   3. Financial Institution Mutual Funds
   4. Private Mutual Funds
(Tick √)

14. Indicate your first, second, third, fourth choices among mutual fund organisations by writing 1,2,3 or 4 against them.
   a. Unit Trust of India
   b. Bank mutual funds
   c. Financial Institution mutual funds
   d. Private mutual funds
Writing 1,2,3 or 4

15. Who has influenced your decision to make investment in mutual funds
   (Tick √)
   1. Advertisement
   2. Friends
   3. Agents
   4. Offer documents
   5. Consultants
   6. Any other

16. What factor influence you most in investing in mutual fund organisations
   (Rank 1,2,3)
   1. Previous performance
   2. Name and fame of the organisation
   3. Stable and fair return
   4. Publicity
   5. Investment pattern
   6. Incentives to subscriber
   7. Safety
   8. Liquidity
   9. Risk reduction
10. Variety of schemes  
11. Tax shelter  
12. Listing in stock exchange  
13. Collapse of NBFC

17. Did you make investments in Mutual Funds during 1996-97 to 2000-2001

(Tick √)

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<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Trust of India</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank Mutual Funds</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Institution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mutual Funds</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private Mutual Funds</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. Can you indicate approximately your present amount in mutual funds

(Tick √)

<table>
<thead>
<tr>
<th>Present Amount</th>
<th>UTI</th>
<th>Bank MF</th>
<th>Financial Institution MF</th>
<th>Private MF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to Rs.5,000/-</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Rs.5,001 to 10,000/-</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Rs.10,001 to 15,000/-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rs.15,001 to 20,000/-</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Rs.20,001 to 25,000/-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Above 25,001/-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
19. What is your primary investment objective to invest in mutual fund schemes

(Tick ☐)

1. Income ☐
2. Growth ☐
3. Balanced (Income & Growth) ☐
4. Tax Saving (ELSS) ☐
5. Any other ☐

PART - IV

OPINION ON MUTUAL FUNDS AND AGENTS SERVICES

20. Do you feel that mutual fund organisations have been bringing various schemes to the notice of investors adequately

(Tick ☐)

Full Adequate ☐ Some What Adequate ☐
Not Adequate ☐

21. Rank mutual fund organisation in terms of services Mark 1, 2, 3 which indicates


<table>
<thead>
<tr>
<th></th>
<th>UTI</th>
<th>Bank MF</th>
<th>FIMF</th>
<th>Private MF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Promptness of receipt of certificate</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2</td>
<td>Accuracy of Certificates</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3</td>
<td>Prompt response to queries</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>4</td>
<td>Payment of dividend</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5</td>
<td>Transfers</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>6</td>
<td>Periodical Information</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>7</td>
<td>Investment Portfolio</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>8</td>
<td>Prompt Customer service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
22. Indicate the level of your knowledge of the following terms (Tick ✓)

<table>
<thead>
<tr>
<th></th>
<th>Know's to some-extent</th>
<th>Know's Fully</th>
<th>Hard of it but don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Net Asset Value (NAV)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Sale Price</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Repurchase Price</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Redemption Price</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Security Exchange Board of India (SEBI)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Association of Mutual Fund in India (AMFI)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

23. Do the agents of mutual fund organisation meet you to explain the features of schemes (Tick ✓)

Yes ☐ No ☐

24. Are you satisfied with the services of agents in respect of mutual fund (Tick ✓)

<table>
<thead>
<tr>
<th></th>
<th>Very much Satisfied</th>
<th>Satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Helping you with guidance and advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Supplying and collecting application forms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sorting out problems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Promptly bringing to your notice about new schemes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Solving the complaints with mutual funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Informing tax exemption</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
25. (a) Do you find any difficulty while investing in mutual funds (Tick \( \checkmark \))
   Yes [ ] No [ ]

(b) If yes what difficulties have you experienced (Tick \( \checkmark \))
1. Lack of Agets
2. Lack of response from mutual fund organisation
3. Short Period for subscription is open
4. Lack of designated branches
5. Accepting applications
6. Non availability of offer documents

26. Do you consider investment in mutual fund is worthy investment (Tick \( \checkmark \))?
   Sure [ ] Some what [ ] Poor [ ]

27. a) Do you propose to invest in mutual funds in the coming years?
      (Tick \( \checkmark \))
   Yes [ ] No [ ]

b) If Yes, in which scheme
   Income: [ ] Balanced: [ ] Other schemes: [ ]
   Growth: [ ] Tax saving (ELSS): [ ]

c) If no specify the reason
   Lack of surplus
   Failure of Mutual funds
   Other reasons [ ]
QUESTIONNAIRE - 2

INVESTORS' PERCEPTIONS OF MUTUAL FUNDS
QUESTIONNAIRE TO AGENTS

1. Name and Address________________________________________
2. Age____________________________________________________
3. Are you an agent for (Tick √ )
   Yes No
   UTI
   LIC
   National Saving Schemes
   Mutual Funds

4. If you are agent of mutual funds specify the organisation
   _________________________________________________________

5. Do you take up this work as (Tick √ )
   Full time ☐ Part time ☐

6. The year in which you have taken agency
   _________________________________________________________

7. How do you know about the mutual funds (Tick √ )
   Advertisement ☐ Offer documents ☐ Chief Representative ☐

8. How do you rank investors preference for the following (Rank 1,2,3)
   LIC Policies______________________________________________
   National Savings Certificates (NSC)_________________________
   Shares and Debentures____________________________________
   Post Office Saving Schemes_______________________________
   Mutual Fund Schemes____________________________________

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9. As an agent of mutual fund state the number of investors you are able to mobilise

<table>
<thead>
<tr>
<th>Period</th>
<th>Number of Investors</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996-1997</td>
<td></td>
</tr>
<tr>
<td>1997-1998</td>
<td></td>
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<tr>
<td>1998-1999</td>
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<tr>
<td>1999-2000</td>
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<tr>
<td>2000-2001</td>
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</tbody>
</table>

10. Which mutual fund schemes are preferred by the investors? Indicate rank 1, 2, or 3.

- Income Schemes
- Growth Schemes
- Balanced Schemes
- Tax Saving Schemes
- Other Schemes

11. a) Do you invest in Mutual Fund Schemes (Tick ✓)?
   Yes [ ] No [ ]
   
   b) If yes which Mutual Fund organisation specify

12. Do you canvas for Mutual Fund Schemes in rural areas (Tick ✓)?
   Yes [ ] No [ ]

13. Do you help investors in respect of the following services (Tick ✓)?
   a. Supplying the Offer Document
   b. Collecting the offer document
   c. Helping with guidance on various schemes
   d. Helping with guidance of tax provisions
   e. Bringing promptly the new schemes to their notice
   f. Shorting out problems and complaints
   g. Repurchase and redemption of units

x
14. How many investors take decision with your help to invest in mutual fund schemes (Tick √)?

Many □ Not many □ Few □

15. Do you meet investors frequently (Tick √)?

Very Frequently □ When new schemes comes □
Rarely □

16. Do you prefers opening of branch offices in all important places in district. (Tick √)?

Yes □ No □

17. (a) Did you attend any training or orientation programmes (Tick √)?

Yes □ No □

(b) If yes how many times ________

(c) Do you feel that such programmes are beneficial to you (Tick √)?

Yes □ No □
INVESTORS’ PERCEPTIONS OF MUTUAL FUNDS
QUESTIONNAIRE TO ASSET MANAGEMENT COMPANIES

1. Name of the mutual fund ____________________________________________
2. Year of starting operation ____________________________________________
3. Scheme particulars during 1996-97 to 2000-01

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>No. of Schemes Launched</td>
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<tr>
<td>a. Open-ended Number</td>
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</tr>
<tr>
<td>i. Product Variety Nos.</td>
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<tr>
<td>ii. Collection Rs.</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>b. Close-ended Number</td>
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</tr>
<tr>
<td>i. Product Variety No.</td>
<td></td>
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</tr>
<tr>
<td>ii. Collection Rs.</td>
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</tbody>
</table>

4. Response from household investors for your schemes during the years
(Tick ✓)

<table>
<thead>
<tr>
<th>Years</th>
<th>Very much satisfied</th>
<th>Satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 1996-97</td>
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<td></td>
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<tr>
<td>2. 1997-98</td>
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<td></td>
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<tr>
<td>3. 1998-99</td>
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<tr>
<td>4. 1999-00</td>
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<tr>
<td>5. 2000-01</td>
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</tbody>
</table>
5. How one can identify a good mutual fund?

________________________________________________________________________

6. A lot of investors have lost money in mutual funds in the last few months. Any comment?

________________________________________________________________________

7. Are NAV’s of mutual funds expected to fall further (Tick ✓)
   High ☐ Moderate ☐ Low ☐ No ☐

8. Comment on AMFI’s role and its mission

________________________________________________________________________

9. What is your advice to the small investors regarding investments in mutual funds

________________________________________________________________________

10. Do you consider investment in mutual fund worthy (Tick ✓)
    Sure ☐ Some what ☐ Poor ☐