



AUGUST 2021

NEWS LETTER

From Customer Care Desk

AUGUST 2021 "NEWS LETTER" with the latest communication, updates and other important points.

LATEST COMMUNICATIONS AND UPDATES



SETTLEMENT OF FUND IN CAPITAL MARKET (NON TRADED CLIENTS)

(Mail dated – 3rd Aug 2021)

- ▶ This is to inform you that as per regulatory requirement (SEBI Circular Ref: No SEBI/HO/MIRSD/DOP/P/CIR/2021/577) broker has to return funds to clients where there is no trade done in last 30 days.
- ▶ In order to comply with the said guidelines, you are requested to note that **NJ will initiate payment of client Ledger balance if any to client's registered Bank account (Default Bank Account) where no trades are done in last 30 days.**

DELAY IN CAPITAL MARKET SEGMENT ACTIVATION

(Mail dated – 4th Aug 2021)

- ▶ Due to technical issues at the exchange end, we are experiencing delays in capital market activation of our clients.
- ▶ We are closely working with exchanges to resolve the issue at the earliest.

MISMATCH IN GST AMOUNT CLAIMED FROM NJ AND DETAILS PROVIDED IN GST RETURN FOR FY 2020-21

(Mail dated – 5th Aug 2021)

Note: This communication is sent to impacted partners only.

- ▶ As you would be aware that as per CGST Act 2017, every GST registered person has to file GST returns as per the timeline provided in the law. Further, Input Tax Credit is available to recipients once provided invoice details are reconciled with GSTR-2A. In this regard, NJ is having the following observations -
 1. NJ had started the process of making 3 months GST payment on a provisional basis from FY 20-21. It has been observed that the above **provisional GST amount disbursed to the partners has not been properly shown in GSTR-1 return.** This is leading to mismatch between NJ's GSTR-2A & Invoice submitted by the partners which results into non availability of credit to NJ.
 2. Further, there are cases where GST invoices have been submitted by the partners & received to NJ but the **GST amount is not paid to them** (As 3 months provisional payment is already made and those invoices details are still unreconciled with GSTR-2A).

- Below is the example for better understanding -

Invoice Date	Invoice Received to NJ	Partner Invoice match Status (with NJ's GSTR-2A)	GST Payment Status	Remarks
01/05/2021	Yes	No	GST Paid	1st Provisional Payment
01/06/2021	Yes	No	GST Paid	2nd Provisional Payment
01/07/2021	Yes	No	GST Paid	3rd Provisional Payment
01/08/2021	Yes	No	No	GST Payment will be done on match with GSTR-2A

- In view of above two observations, we request you to please update/correct the details of invoices in GST return (i.e. GSTR 1) or file the GST return if pending to be filed.

Important Notes:

1. For your ready reference, kindly find the attached excel file where we have shown unreconciled invoices along with the reasons for mismatch & GST Payment status.
 2. We request you to please review the attached file and arrange for the necessary correction steps.
 3. Last date for necessary correction i.e. Add or rectify GST details is 13th October, 2021.
- If the same is not corrected/updated or returns are not filed up to the above mentioned date, then such GST disbursed amount will be deducted from your brokerage amount and pending GST amount for FY 20-21 invoices (Invoice details unreconciled with GSTR2A) won't be paid.
- We request you to please take a note of the above points and do the needful on priority. For any assistance related to GST filing or correction/amendment in GSTR-1 return, we request you to consult your Tax advisor.

REVISED DOCUMENTS CHECKLIST FOR EWA OPENING OF NON INDIVIDUAL CLIENTS

(Mail dated – 5th Aug 2021)

- With reference to compliance requirements, we have reviewed and revised certain requirements for opening Non-Individual NJ E-Wealth accounts. We request you to follow and provide the documents as per the revised requirement for any new form submitted at the branch from 9th August 2021 onwards.
- **Revised documents checklist can be accessed from the below path:**
NJ Assist: Home > NJ E-Wealth > E-Wealth Registration > Which documents are required to open an E-Wealth account?
Partner Desk: Home > Client Services > CRM > Resources > Stock Exchange > E-Wealth A/c Opening Form
- However, the forms which are under process and new reference numbers getting generated till 7th August 2021, NJ EWA will be activated with old requirements.
- We request you to kindly take a note of the above and ensure the revised documents are submitted for a smooth account opening process.

TEMPORARY DISCONTINUATION OF AP REGISTRATION

(Mail dated – 5th Aug 2021)

- We wish to inform you that **we have stopped fresh AP (Authorized Person) registration with immediate effect** as we are working on introducing an alternate model in regards to the same.
- We shall update you very shortly with the revised registration process. We regret the inconvenience caused to you in this regard.

IMPORTANT COMMUNICATION

(Mail dated – 5th Aug 2021)

- ▶ Due to some technical constraints, we are unable to accept fresh applications from investors who have security specific investment restrictions even as we continue serving our existing investors with such restrictions. We are working to overcome these constraints and hope to restart accepting such applications soon.
- ▶ We request you to take note of this change which comes into effect immediately.

NEW NJ E-WEALTH ACCOUNT LAUNCH - 15TH AUGUST

(Mail dated – 10th Aug 2021)

- ▶ It gives us great pleasure to share with you that this Independence Day, the 15th of August, we will be launching the **new version of the NJ E-Wealth Account (NJ EWA)**.
- ▶ With this launch, the online desk/website version of the NJ EWA will be updated. NJ EWA users will see a complete, yet welcome transformation. The existing NJ EWA users can continue to access the new desk with their existing login credentials.
- ▶ The new NJ EWA is our attempt to make things **simpler, easier and faster** for our investors and **give them an improved user experience**. We humbly hope that the changes we have made will be appreciated by the investor community. Please note that the new NJ EWA mobile Application is also under development and will be launched soon. Till such time, the existing mobile application will continue as it is.
- ▶ We will keep you posted on the changes you can expect on the 15th of August and other subsequent developments. We will be sending the launch communications to the NJ EWA investors. In addition, we look forward to you exploring the same and also guiding your investors, as may be required.

URGENT & IMPORTANT- INTIMATION TO COMPLETE CKYC PROCESS FOR NJ E-WEALTH CLIENTS

(Mail dated – 11th Aug 2021)

Note: This communication is sent to impacted partners only.

- ▶ We would like to draw your attention that as per regulatory guidelines, it is mandatory to complete **CKYC (Central KYC) process for opening Trading & Demat account for all the holders and accordingly data needs to be registered with the Central Registry**.
- ▶ In line with the above, we have observed discrepancies in documents submitted by few of your clients due to which we were not able to process and register their CKYC. **List of such accounts is attached in email for your ready reference.**
- ▶ We solicit your kind support to complete the CKYC process by requesting clients to follow the steps and provide required documents through **NJ E-Wealth Account Login > Admin > Online Request Submission**. Once the CKYC registration request is submitted, CKYC will be registered within one week.
- ▶ Further, as per the regulatory guidelines and requirements it is mandatory to complete the aforementioned process in line with which you are requested to inform your clients to get the activity completed upto 31st August 2021 failing which we may have to de-activate the accounts till the requirement is fulfilled. We shall be sending the said communication to the respective NJEWA clients as well.

COMMUNICATION REGARDING TERMINATION OF AUTHORISED PERSON

(Mail dated – 13th Aug 2021)

Note: This communication is sent to impacted partners only.

- ▶ We are writing this email to you in connection with your association with our company by virtue of the Trading Member and Authorised Person Agreement ("Agreement") duly executed between you (Authorized Person or AP) & NJ India Invest Private Limited (Trading Member) which is required to service the client registered/active under the Capital Market segment.
- ▶ **It has been observed that the clients mapped under your Authorised Person code are inactive in the Capital Market segment since the date of their registration.** Also there are no new clients registered by you who have been found to have interest to trade in the Capital Market. We believe that because there are no active clients under the Capital Market segment prevailing under you, there is no requirement for you to act as an AP.
- ▶ Therefore, **we propose to bring an end to your association as an AP by terminating the Agreement with you (BSE / NSE) with 30 (thirty) days notice.** We will send a formal letter for termination of the Authorized Person Agreement in view of this. **All cancellation and related charges in this connection will be borne and paid by our company.**
- ▶ Further, we request you to surrender the Original copy of Authorized Person Registration Certificate issued by BSE and/or NSE within 7 (seven) days of the receipt of the Termination Letter to the nearest NJ Branch.
- ▶ **This is to clarify that the NJ EWA clients registered under your code will be allowed to trade in the Capital Market even post termination of the Agreement,** subject to client's formal consent in prescribed form. However, we are exploring and introducing some other model to ensure that you will continue to receive earnings on the trade executed by the Capital Market active clients introduced by you.

VERIFICATION OF EMAIL ID AND MOBILE NUMBER BY DEPOSITORIES

(Mail dated – 14th Aug 2021)

- ▶ We wish to inform you that, being a SEBI registered Intermediary, we need to comply with various Regulations / Guidelines / Act / Circulars issued by Regulators / Exchanges / Depositories from time to time. As per the latest circular received from the Depository additional validations have been introduced regarding **verification of Email ID and Mobile Number.**
- ▶ Please note that in line with the above guidelines, **Depositories have started sending emails to the customers for validating their email id / mobile number updated in Demat account.** NJ EWA clients shall receive mail from depositories in due course to verify their email & mobile number which shall be validated through OTP.
- ▶ Further, the Depositories have also started validating the email id / mobile number in case of any modifications in the same. (Currently only for CDSL accounts). This means for any email id / mobile number modification request for CDSL accounts, the Customer will have to validate the same through the link sent by the Depository (CDSL).
- ▶ **Brief steps of Mobile Number and/or Email ID Modification Request (Currently for CDSL account holders only):**
 - NJ (DP) updates client's modification request in the Depository system.
 - CDSL (Depository) will send a verification link to the new mobile number and/or email ID.
 - Clients will be required to verify the mobile number and/or Email ID through OTP.
 - Once the mobile number and/or email is verified, the same shall get updated in NJ E-Wealth.
- ▶ We request you to kindly take a note of the above and inform your client's accordingly.

NJ PARTNER DESK LOGIN ON NEW WEBSITE

(Mail dated – 16th Aug 2021)

- ▶ Please note that with the launch of the new **www.njwealth.in** website, the Partner Desk Login page can be accessed from the "Become a NJ Wealth Partner" link placed on the footer /bottom links.

MANDATORY TO UPLOAD PAN-AADHAAR LINKING PROOF FOR NEW NJ PMS ACCOUNT WITH IMMEDIATE EFFECT

(Mail dated – 16th Aug 2021)

- ▶ This is in continuation to our earlier email dated 19 June 21 with Subject "IMPORTANT : PAN-AADHAAR LINKING IS MANDATORY", we would like to notify again that **if the PAN is not linked with Aadhaar, the PAN shall be deemed to have become inoperative.** We hereby again urge you to inform the Clients to complete the PAN - AADHAAR linking activity to avoid interruptions to any of the services.
 - ▶ The Clients can link Aadhaar & PAN using appended link:
<https://eportal.incometax.gov.in/iec/foservices/#/pre-login/bl-link-aadhaar>
 - ▶ You can also check the status of PAN-Aadhaar linking request from income tax website using appended link:
<https://eportal.incometax.gov.in/iec/foservices/#/pre-login/link-aadhaar-status>
 - ▶ To ensure that there are no transactional interruptions and hurdles in future, **we will not allow new NJ PMS account registrations where PAN & AADHAAR is not linked** for any of the holders with immediate effect.
 - ▶ We are in process of building systematic validation, however in the meanwhile at the time of PMS Account Registration, Partners / Clients are required to upload screenshot(s) of income tax website showing successful Aadhaar & PAN link status of all the PMS Account Holders. Screenshots should be uploaded in the Document Details Tab > Additional Document – 1 as shown in the screenshot in email.
 - ▶ In case of physical forms, the print of screenshots needs to be provided along with the other documents.
- PLEASE NOTE THAT THIS PROCESS IS IMPLEMENTED WITH IMMEDIATE EFFECT AND ACCORDINGLY IF THE SCREENSHOT SHOWING SUCCESSFUL STATUS OF PAN AND AADHAAR LINKING IS NOT AVAILABLE / PROVIDED DURING ON-BOARDING, THEN SUCH APPLICATION WILL BE MARKED AS NOT APPROVED BY PMS OPERATIONS TEAM (HO TEAM) DURING VERIFICATION.

LAUNCH OF NEW E WEALTH ACCOUNT REGISTRATION SYSTEM

(Mail dated – 17th Aug 2021)

- ▶ Hope you are doing well, further we have just communicated to you all regarding the launch of the new version of NJ E-Wealth Account (NJ EWA) this Independence Day, the 15th of August, 2021. We are sure the new version of NJEWA shall make things much easier for our investors and give them a better user experience and help our Partners service their customers in a more efficient manner.
- ▶ Further, it gives us immense pleasure to inform our valued NJ Wealth Partners that along with the launch of the enhanced version of NJ E Wealth Account platform we also announce **the launch of our new version of NJ E-Wealth Account Registrations for New Customers** getting registered wef: 1st of September, 2021.
- ▶ Along with providing users a better experience and ease of transacting we also ensure that we do not miss out on any Regulatory guidelines as prescribed by various authorities from time to time. We at NJ have always believed in providing the best of the services & solutions without compromising on any of the regulatory guidelines.
- ▶ **In line with the above below are few highlights of the new Version of NJ EWA Registration:**
 - **Enhanced entry module with better User interface (UI) & User experience (UX).**
 - Common flow for KYC Compliant & Non-Compliant Customers eliminating the need of downloading & uploading of Aadhaar XML.
 - Fetching of Data through Digilocker.
 - Regulatory requirement of Capturing Live Photograph for all Customers.
- ▶ With this launch, not only the User experience will be enhanced but overall NJ EWA opening process shall also become more simple, smooth and fast.
- ▶ **We shall be very soon sharing with you Help Document & Video of New Version of NJ E-Wealth Account registration.**

▶ **Below are some Important points for consideration while we launch the new system:**

- NJ E Wealth Account Entry Module will be unavailable from 28th Aug 2021 to 31st Aug 2021 for fresh entries. You can edit entries which are already in process till 30th Aug 2021.
- You will be required to complete all pending entries including the E-signature process for all pending NJEWA till 30th August 2021 EOD.
- All NJEWA which are under process (requested, document awaited) status as on 30th August 2021 EOD will be marked as rejected by the system & new entry shall have to be initiated through the new version.
- ▶ We request you to take note of the above points and plan your NJEWA activation accordingly so as to avoid any further inconvenience.
- ▶ We are sure these new changes shall be warmly welcomed and help you grow your business by onboarding more investors.

UPDATED EMAIL SENT ON 24TH AUG. PLEASE FIND BELOW IMPORTANT POINTS:

- We wish to update you that the revised date for launch of our new version of NJ E-Wealth Account Registrations for New Customers getting registered will be 6th of September, 2021.

Below are the revised dates & Important points for consideration while we launch the new system:

- NJ E Wealth Account Entry Module will be unavailable from **3rd Sep 2021 to 5th Sep 2021** for fresh entries. However, the cases which are already in process can be edited till **4th Sep 2021**.
- All pending activities including the E-signature process for all pending NJEWA should be completed till **4th Sep 2021 EOD**.
- All NJEWA which are under process (requested, document awaited, not approved) status as on **4th Sep 2021 EOD** will be marked as auto rejected by the system & new entry will have to be initiated through the new version.
- The above points will be applicable for NJEWA as well as **PMS registrations**.

PROCESS NOTE ON KYC DATA FETCHING FROM CVL KRA CLIENT LOGIN

(Mail dated – 23rd Aug 2021)

- ▶ We are glad to inform you that a client can fetch his/her **KYC data directly from CVL-KRA Client Login**. Regarding the same we are sharing the process note (attached in email) with you all, so that you can guide your clients if it is required anytime.
- ▶ This facility shall be more important for NRI E Wealth A/C activation, where our partners face challenges to fill up the KYC address on FEMA Declaration. This will help us to minimize the “Not Approved” cases due to address mismatch on FEMA according to the KYC.
- ▶ This facility is only available with those clients, where the KYC is registered with CDSL (CVL)
- ▶ We believe that this process note would be warmly welcomed by our valued Partners to provide support to the clients in getting KYC Details.

NJ EWA SYSTEM & SERVICE ENHANCEMENT PIT AUTHORIZATION FLOW

(Mail dated – 25th Aug 2021)

- ▶ Hope you are doing well, further we just launched the new version of NJ E-Wealth Account (NJ EWA) this Independence Day, the 15th of August, 2021. We hope that the new version has enhanced your overall service and user experience.
- ▶ Further we are happy to share that we have been getting a lot of positive feedback from our valued NJ Wealth Partners regarding the new version of NJ EWA. Along with the feedback we have also been getting suggestions from our Partners considering which we are **introducing a process change for authorising transactions initiated by Partners (PIT Flow) w.e.f 27th August 2021**.

- ▶ Below is the brief flow along with Changes for your reference:

Steps	Existing Flow	New Flow	Remarks
1	NJ Wealth Partners initiates transaction from their respective desks	NJ Wealth Partners initiates transaction from their respective desks	No Change
2	Authorization link is sent to Client's registered email id / mobile number	Authorization link will be sent to Client's registered email id / mobile number	No Change
3	Customer clicks on the authorization link: – Customer Logs in to NJEWA (New Version) by entering Password or PIN & OTP for authentication	Customer clicks on the authorization link: – Customer will be required to authenticate through either: - 4 Digit PIN of NJEWA Or - 8 Digit DOB (DDMMYYYY)	Change
4	Customer authorizes transaction	Customer authorizes transaction	No Change

- ▶ We are sure these new changes shall help you service your customers in an efficient manner.

REMINDER: SUBMISSION OF PENDING GST INVOICES FOR FY 2020-21

(Mail dated – 26th Aug 2021)

- ▶ In continuation to our email dated 21st July 2021 with regard to the above subject, we would like to **remind you to submit the pending GST invoices for FY 2020-21 by 31st August 2021** if the same are still not submitted.
- ▶ Please ignore the email if invoices are already submitted.

IMPORTANT POINT TO REMEMBER

Instant & Smart way to get the solution from Query posting module

- ▶ Partner can use the Instant & Smart way to get the solution from Query posting module available on Partner Desk. Below are the details:
- ▶ **Path:** NJ Partner Desk >> Client Services >> Customer Care > Send Query

QUERY NATURE	SELECT BELOW QUERY TYPE & SUBTYPE	VALIDATION PERFORMED WHILE POSTING QUERY
Physical folio is not reflecting on NJ E-Wealth Account for redemption / switch.	E-Wealth Account [INVESTMENTS] >> Physical Folios not reflecting for RED/SWI in EWA	A Pop Up will be displayed with below reasons will appear while posting query after selecting client / folio details followed by submit button. <ul style="list-style-type: none"> - Folio is in "Joint" holding - Scheme is not available on exchange platform - Holding pattern mismatch as per folio & EWA - Tax status is mismatch, etc.
If the E-Wealth account is not activated as per defined TAT or To get clarification of Non Approval / Rejection / On Halt	E-Wealth Account [INVESTMENTS] >> Account Opening Status Required	Partner will get the below details while posting queries <ul style="list-style-type: none"> - Status of all pending reference number along with client name & account opening mode (E-sign / E-form / physical) - Reason - in case of rejection / not approved / on hold status. - TAT of E-wealth account opening.
When the redemption amount is not received as per the defined TAT	E-Wealth Account [INVESTMENTS] >> Redemption Amount Not Received [E- Wealth Account]	A Pop Up with below details will appear while posting query after selecting client and transactions details followed by submit button. <ul style="list-style-type: none"> - Payment Details such as Bank Name, A/c no, payout date etc. will appear if amount is already paid to client & if not paid, then the exact Payment date will be displayed.
When the exchange MF transaction is not processed or updated as per the defined TAT / To get clarification of any rejections.	E-Wealth Account [INVESTMENTS] >> Transaction Not Reflected [E- Wealth Account]	A Pop Up with below details will appear while posting query after selecting client and transaction details followed by submit button. <ul style="list-style-type: none"> - Folio number with Group name if txn is already processed and updated. - Rejection reason if txn is rejected - TAT of processing if txn is under process. - TAT of transaction updation on desk after it is processed
When the physical MF transaction is not processed or rejected.	Transaction – MF [INVESTMENTS] >> Transaction not reflected	

- ▶ Partner can also check the status of Queries / Requests from Partner Desk & mobile app.

Path:

NJ Partner Desk >> Client Services >> Customer Care >> Registered Queries.

NJ Partner Desk Mobile App > Customer Care > Registered Queries