



JANUARY 2022

NEWS LETTER

From Customer Care Desk

January 2022 "NEWS LETTER" with the latest communication, updates and other important points.

LATEST COMMUNICATIONS AND UPDATES



UPDATE ON NJ PMS ONLINE TOP UP AND ONBOARDING ACTIVITY

(Mail dated – 6th Jan 2022)

- ▶ It gives us immense pleasure to introduce certain enhancements in the Online Top-up transaction facility which will help us to give you better service experience.

Introducing Cheque mode for online Top-up transaction:

- Investors can now also make online Top-up in NJ PMS using payment mode as cheque along with existing payment modes of UPI, RTGS and netbanking. So now there is no need to fill up physical transaction forms even for payment through cheque and all types of transactions irrespective of payment mode can be submitted digitally.
- Below process needs to be followed for completing the transaction using cheque mode:

Step 1: Partner Initiate the Top-up Transaction from Partner Desk > Investments > PMS > Partner Trax > NJ PMS Additional Corpus Request. Note - If Fees & Charges page is required, the same will be taken care by system as per existing flow

Step 2: Investor Authorize the Transaction & enter the details of cheque(s) from PMS Desk > Transaction > Authorize Pending Transactions.

Step 3: Download & Print 2 copies of the Transaction Slip which will be available upon transaction authorization or It will also be available as attachment in the Authorization confirmation mail sent to the Investor and partner.

Step 4: Submit the Transaction Slip along with cheque(s) to the nearest NJ Branch

Multiple payment provision for single transaction

- ▶ Investors can now make a single online Top-up transaction in NJ PMS using multiple RTGS/Cheque payments .

Other important updates / best practices for PMS

- Now partners can also check the status of payment for online Top-up transactions from Partner desk> Investments > PMS > Reports > NJ PMS Request Status Report > Column name = Payment status. Once the funds are credited and MIS from the Bank are received (Generally in T+2 working day), the same are reconciled with the transaction, post which the payment status will be updated as "Reco Done" in this report.
- Partners can cancel the online PMS Top-up requests which are in "Requested" status i.e. only those transactions will be available for cancellation which are not yet approved or authorized by the PMS team or Investor respectively.

- Going forward there is no need to provide a separate consent letter for holder mismatch in Bank account and PMS account. However, it is mandatory that the first holder as per PMS account has to be one of the holders in the bank account proof provided.
 - It is mandatory to provide only Investor's email id as Primary and Secondary email id in the NJ PMS account opening form. Partner's email should not be used/mentioned as the secondary email in the NJ PMS account opening form.
 - In case the mode of payment at the time of PMS onboarding is Mutual Fund security selling, the Security Selling TIS needs to be uploaded mandatorily in the additional document in the E-Wealth account registration section.
 - Investors need to ensure that the Investment Approach and respective Investment amount while filling the PMS account opening application are verified properly before completing the E-sign process. Once the E-sign is completed and application is approved for the investment these details can not be modified. In case if the investors still want to change the Investment approach post E-sign process, the same can only be done at a later stage (once the investment as per application is completed) by providing the Switch request.
- ▶ We are committed to serve you in the best possible way and appreciate your support.

NRI KYC REGISTRATION ALONG WITH NJ E-WEALTH ACCOUNT OPENING

(Mail dated – 6th Jan 2022)

- ▶ We are glad to inform you that **we have started processing KYC and CKYC for NRI clients along with E- Wealth Account Opening**. Currently this facility will be available with the physical NJ E-Wealth account opening mode and in future the same shall be made available for Esign mode as well.
- ▶ Along with the NJ E-Wealth account opening form, NJ partners need to submit attached forms for processing the KYC and CKYC of their clients. Below are the documents required for processing NRI KYC and CKYC:
 1. KYC Application Form.
 2. Recent Passport size photograph of the applicant.
 3. Pan Card Copy of the applicant.
 4. Valid Passport Copy of the applicant.
 5. In case of foreign passport - OCI/PIO card should be submitted.
 6. Foreign address proof (Latest Utility Bills / Valid Rent Agreement / Accommodation letter from any authorised body / Foreign Driving Licence / Foreign Passport etc.)
 7. Indian Address Proof (Voter Card / Valid Passport / Indian Driving Licence / NREGA Job Card)
 8. IPV Declaration - Need to be signed by NJ Partner & Client.
- ▶ We are sure these new changes shall be warmly welcomed and help you to grow your business by onboarding more NRI investors.

TER CHANGE IMPACT IN BROKERAGE

(Mail dated – 10th Jan 2022)

- ▶ This is to inform you that TER of below mentioned schemes have been reduced by more than 10 bps.
- ▶ As the reduction in TER is more than 10 bps TER cut impact will be given in the immediate succeeding month. So W.E.F 1st January 22, existing rates on AUM mobilized upto 31st December 2021 will be reduced as per below table.

Scheme Name	Base Month#	Base month TER	Nov'21 TER	DIFF	Deduction impact in Payable
Baroda Credit Risk Fund	Apr'19	1.65	1.50	-0.15	-0.11
Mahindra Manulife Mid Cap Unnati Yojana	Sept'21	2.19	2.06	-0.13	-0.06
Motilal Oswal Large and Midcap Fund	Sept'21	2.16	2.06	-0.10	-0.05
PGIM India Flexi cap fund	Sept'21	1.94	1.84	-0.10	-0.05
Sundaram Large Cap Fund	Sept'21	2.04	1.86	-0.15	-0.08

Base month = TER Comparison month(last TER cut impact given month)

INVEST IN SGB VIA WHATSAPP

(Mail dated – 11th Jan 2022)

- ▶ Please note that Sovereign Gold Bond (SGB) is now available for investment on NJ WhatsApp Service. Investors can invest in SGB - Series IX from their registered mobile number via WhatsApp by sending Hi or SGB on 6359900155.

OFFERING PMS INVESTMENTS TO INVESTORS WITH SINGLE EQUITY STOCK RESTRICTION

(Mail dated – 13th Jan 2022)

- ▶ We often receive requests from our partners and employees asking to onboard prospective PMS investors who have stock specific investment restrictions. We have restricted such investors till date because of the manual effort involved and the grave consequences of any error for the investors.
- ▶ **We are pleased to inform you that we have implemented system changes that protect against errors to safeguard investors and can now offer our services to investors with single stock investment restriction.** However, there still remains considerable additional effort and special attention required in these cases. Keeping this in mind, the minimum investment amount for such investors will be Rs. 1 crore.
- ▶ Please note that we will be unable to accept investments from investors who wish to restrict investments in more than one equity stock at the moment. Also, restrictions on securities other than equity stock, like schemes of Mutual Funds and ETFs, cannot be implemented.
- ▶ Further, in case any investors who are already onboarded and wish to have such security specific investment restrictions, the same will be allowed subject to following conditions are fulfilled:
 - Minimum net investment amount of their existing investment is Rs. 1 crore.
 - The security restriction request is received only for one single stock.
 - If the stock for which restriction is required is already a part of the investor's holding with us, this stock will either be sold or transferred to any other demat account of the investor before the security restriction can be implemented. A detailed process note for the latter will be available on request.
- ▶ For any further assistance, please get in touch with our sales team. Operational queries can also be communicated through our customer care team.

LAUNCHING SIP TOP-UP FACILITY IN MARS PORTFOLIOS

(Mail dated – 18th Jan 2022)

- ▶ On the basis of the feedback received from our Valued Investors and NJ Wealth Partners, We are pleased to announce the **Launch of the SIP Top-Up facility in MARS Portfolios** on the NJ E-Wealth Account (NJEWA).
- ▶ Investors can log in to NJ E-Wealth Account and on accessing the MARS Home Page using the below URL and can register the MARS Top-UP SIP. This is an enhancement in the existing "Register SIP" Module.

URL: MARS Home > MARS Transaction > Register SIP

- ▶ Currently, this facility is not available in the MARS SIP Reg PIT Module on the Partner Desk and it shall be made available in near future. Find below the key features & other important points with respect to the new facility being introduced.

Key features:

- Top-Up can be done in terms of 'Amount' only.
- Available Top-Up Frequency: Yearly.
- Top-Up Facility made available in: SIP Aggressive 2021 Portfolio & SIP Diversified 2021 Portfolio.
- Min Top-Up Amount: 500
- On registering the Top-Up SIP in the MARS Portfolio, the system will register Top-Up SIP in underlying schemes with applicable SIP & Top-Up amount as per the logic.

Imp. Note:

- Changes in the SIP Registration & Cancellation Reports with respect to SIP Top-Up are in-process and shall be available very shortly on all desks.
- ▶ We hope that this new facility will be welcomed by our partners and investors and would help in their wealth creation journey.

UPDATE REGARDING YOUR INVESTMENT IN FREEDOM ETF INVESTMENT APPROACH

(Mail dated – 15th Jan 2022)

- ▶ This communication is to inform you of a change in the investment universe of the Freedom ETF Portfolio. **This investment options for this portfolio will now include fund of funds (FoFs)** that replicate Indian or Foreign indices and funds investing in foreign securities in addition to the existing investment options.
- ▶ The change will be come into immediate effect and will be applicable to any fresh or additional investments in the Freedom ETF portfolio by new or existing investors. It will also be applicable to all future rebalancing of existing investments.
- ▶ This is for information only and doesn't require any action from you. We will also be sending an email to all the existing Freedom ETF Portfolio investors intimating them of the change.

REMINDER: URGENT AND IMPORTANT- UPDATION OF NOMINEE DETAILS IN TRADING AND DEMAT ACCOUNT

(Mail dated – 24th Jan 2022)

- ▶ We are writing this email with reference to our communication dated 15th Dec 2021 where we informed about registration of Nominee Details in the Trading and Demat account of your clients.
- ▶ In line with the above, it is observed that still the nomination is not registered with a few of your clients, so we request you to please approach respective clients and request them to register a nominee by submitting the nomination form. In case if the client does not want to register a nominee then they can submit the nominee opt out form.
- ▶ Clients can also submit the above requests online through **E-Wealth Account Login > Menu > My Profile > Online Request Submission**.
- ▶ List of such accounts is attached in email for your ready reference.
- ▶ We solicit your kind support to get the nomination details updated for your clients latest by 31st March 2022. Failing this, we shall be bound to deactivate the E-Wealth account of such clients and also mark their demat account frozen for debit transactions.
- ▶ We shall be sending a separate communication to the respective NJ E-Wealth Account clients to update the details.

UPDATE ON URGENT & IMPORTANT - LINKING OF INVESTORS PAN & AADHAAR TILL 31-03-22

(Mail dated – 25th Jan 2022)

Note: This communication is sent to impacted partners only.

- ▶ In continuation to our earlier email dated 24th June 21, Subject "URGENT & IMPORTANT - LINKING OF INVESTORS PAN & AADHAAR", we would like to reinstate you to ensure that the PAN & AADHAAR of your Mutual Fund Customer's get linked before the revised date i.e. 31st March 2022.
- ▶ Details of such Mutual Fund Folios where PAN & AADHAAR are still not linked can be downloaded from the below link of your **Partner Desk > Investments > Mutual Funds > Business Insight > Compliance Client Detail Report >> PAN - AADHAAR Not Link data**.
- ▶ Further Such Clients can also check the same from the below link on their **Client's desk >> Mutual fund >> Other Reports >> Compliance Client Detail Report >> PAN - AADHAAR Not Link data**.
- ▶ As per SEBI regulations, Transactions of the Clients whose PAN & AADHAAR are not linked till 31-03-22 shall be Impacted as below:
 1. E Wealth Account would be marked as Deactive. Clients would not be able to make any transactions after 1st Apr 22.
 2. Demat Account would be marked frozen for debit. No debit will be allowed in the demat account.
 3. We will update you for impact on transactions of Existing SIP(s) Future Installments, Fresh Investments & Redemptions.
- ▶ Request to kindly take note about the same and inform your clients accordingly to avoid any inconveniences.

CHANGE IN PMS FORMS & ACCEPTANCE OF EXISTING PMS FORMS TILL 15 FEB. 2022

(Mail dated – 29th Jan 2022)

- ▶ We would like to apprise you that there are certain changes that have been made to the PMS agreement to update it with our latest offerings. These changes are included in the latest version of the forms and other documents available on our website.

While this will not change the process flow for online transactions, those submitting physical transactions are urged to download the latest version of our onboarding documents including the account opening form, power of attorney and other transactional forms to avoid any inconvenience.

- ▶ Since some physical transactions may already be in process, the old forms will be accepted till close of business on 14 February, 2022. Effective 15 February, 2022 the new version will be mandatory and only applications received using these will be processed. These new versions are available on the NJ PMS website under the **downloads** section.

IMPORTANT POINT TO REMEMBER

MODIFICATION REQUEST THROUGH NJ E-WEALTH ACCOUNT

- ▶ E-Wealth clients can change / update details in E-Wealth Account by providing the modification request such as Name, Bank, Email Id, Mobile Number, Nominee, Address, Signature, etc. Below is the process of modification of important requests:

Sr No	Addition / Modification	Process to be followed
1	New Bank Addition	<ul style="list-style-type: none"> • Login into NJ EWA > My Profile > Bank & Mandate > Add Bank. • Enter all bank details i.e. IFSC, MICR, Bank Account Number and Account Type and upload bank proof (wherever required) and proceed for E-Sign.
2	Bank Modification	<ul style="list-style-type: none"> • To modify the bank details, client need to follow the below steps: 1. Add the bank first as per above process. 2. Once bank is added, make the new bank as “Default Bank” through NJ EWA > My Profile > Bank & Mandate > Click on bank details > Mark as Default Bank. 3. Deletion of bank can be requested through NJ EWA > My Profile > Bank & Mandate > Click on bank details > Delete bank.
3	Bank Modification (In case of IFSC & MICR Code Change)	<ul style="list-style-type: none"> • Login into NJ EWA > My Profile > Online Request Submission > Add > Bank Modification Request • Kindly fill the online form, upload the bank proof and submit the same by providing Aadhaar based E-Sign.
4	Bank Modification (In case of Merger of Banks where account number is also changed)	<ul style="list-style-type: none"> • To modify the bank details, client needs to add the bank first as per bank addition process. Once bank is added, client can delete the old bank.
5	Nominee Addition (If no nominee is registered)	<ul style="list-style-type: none"> • Login into NJ EWA > My Profile > Online Request Submission > Add > Nominee Addition Form. • Kindly fill the online form and submit the same by providing Aadhaar based E-Sign. • Nominee identification number need to be mentioned.
6	Nominee Modification	<ul style="list-style-type: none"> • Login into NJ EWA > My Profile > Online Request Submission > Add > Nominee Modification Form. • Kindly fill the online form and submit the same by providing Aadhaar based E-Sign. • In modification form, mention existing nominee name in column 3. Mention new nominee name in column 4. Further In nomination form, new nominee details need to be mentioned.
7	Email Id and Mobile Change	<ul style="list-style-type: none"> • E-Wealth clients can give modification request of email & mobile number through their NJ E-Wealth Desk > Help & Support > Send Query > Select E-Wealth Account > Select Query Sub Type (Request for Change of Email & mobile Number).

- ▶ We request you to kindly share the same with the clients whenever required for smooth processing of Modification request.

Refer NJ Assist for detailed information