



JULY 2022

NEWS LETTER

From Customer Care Desk

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

LATEST COMMUNICATIONS AND UPDATES



LAUNCHING GET TAX STATEMENTS - A MAIL BACK REPORT ON NJ E-WEALTH ACCOUNT

(Mail dated – 4th July 2022)

- ▶ We keep receiving your valuable suggestions and feedback from time to time on our various developments and initiatives and also for the new requirements, considering the same, **we are glad to announce** that we have come up with a new facility "**Get Tax Statements (Mail Back)**" and made it live on the NJ E-Wealth A/c (Web).
- ▶ We hope that this new facility would increase your productivity and bring flexibility to access all required details in one go pertaining to ITR preparation for the MF investments. Find below the key features.

Key features:

- 1) Client can submit the request to generate a report. He will receive the report as mail back on his registered email and also can download the report from the request details.
 - 2) Reports can be generated for any investor & for any UCC of that investor for the financial year. Also, along with registered e-mail ID, there is a facility to add other e-mail IDs as well.
 - 3) Following are the Mutual Fund Investments related details covered:
 - A summarized view that gives snapshot of the key data points.
 - Scheme wise holdings as on start & end of the FY.
 - Purchase and Redemption transactions executed during the FY.
 - Realized Capital Gain/(Loss) for the FY.
 - Dividend Received during the FY.
 - ELSS Investments done during the FY.
 - 4) This facility can be accessed by the partner and their employees by accessing E-Wealth A/c of the investor.
- ▶ Currently, we have covered the Mutual Fund product only and we shall keep adding other products also. Find below the path to access this report on the NJ E-Wealth A/c (Web).
- Path(URL):** E-Wealth (Web) > Reports > Consolidated Report > Get Tax Statements (Mail Back)
- ▶ Kindly check email to refer help document for web. Kindly take note of this development and keep sharing your valuable suggestions/feedback.

PBC 2022 TICKET WINDOW OPEN

(Mail dated – 4th July 2022)

- ▶ PBC points till 31st March 2022 have been updated on the partner desk. The PBC Event will be held in Mumbai from August 26th to **August 28th, 2022**. After redeeming your PBC points, you can enroll for the event.
- ▶ The redemption window will be open from **July 5th to July 8th, 2022**. Once a redemption request has been submitted, it cannot be changed so kindly take care before submitting the request. Please visit the following link on your partner Desk for Redemption Request and Ticket Booking.
[Partner Desk > Reward Points >> Program Points Redemption](#)
- ▶ Please check mail to refer the Help File for Redemption Utility
- ▶ Please note that no requests will be accepted after 8th July 2022.
- ▶ If you submitted a PBC point redemption request but failed to give registration details then click on the link below.
<https://www.njindiaonline.in/>

CHANGE IN PBC EVENT DATE

(Mail dated – 5th July 2022)

- ▶ This is to inform you that there has been a change in the PBC event date. The event will now be held between 23rd Sept to 25th Sept 2022 in Mumbai.
- ▶ The redemption window will be open till 12th July 2022.
- ▶ Please note that no requests will be accepted after 12th July 2022.

TRANSACTION PROCESSING UPDATE POST SEBI NON POOLING SYSTEM IMPLEMENTATION

(Mail dated – 7th July 2022)

- ▶ With reference to the aforementioned subject we wish to inform you that we have successfully implemented and migrated to the new system as per the new SEBI Guidelines. The deployment at our end has been completed with the required changes and the transactions are flowing smoothly through different payment modes from our end.
- ▶ Further as you are aware that as per the new Regime the transactions are reported by NJ; whereas the processing is done by the Exchanges and Clearing Corporation.
- ▶ In case of Purchases the fund is received by the Clearing Corporation and in case of Redemptions the payouts are done by the Clearing Corporation to the respective clients.
- ▶ **The Processes and systems are new and interdependent due to which the Clearing Corporations are facing initial reconciliation challenges and are experiencing delay in processing transactions and redemption payouts in few cases.**
- ▶ Further, we are dependent on the Exchanges and Clearing Corporation for the status of the transactions. Our team is in constant touch and is working in close coordination with the respective entities to ensure successful transaction processing and status of the same.
- ▶ We solicit your support and request you to apprise your client regarding the same. We are confident that these are teething issues and shall settle down soon.

TER CHANGE IMPACT IN BROKERAGE

(Mail dated – 8th July 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 July 2022, existing rates on AUM mobilized upto 30th June 2022 will be reduced as per below table.

PortFolio Scheme Name	Base TER#	Base Month TER	June'22 TER	DIFF	Deduction Impact in Payable
IDBI Ultra Short Term Fund	March'21	0.58	0.41	-0.17	-0.12

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

IMPORTANT COMMUNICATION - EMAIL ID 'DPSERVICES@NJGROUP.IN' NOT FOR NJ PARTNERS/APS

(Mail dated – 16th July 2022)

- ▶ As per the depository compliance, every Depository Participant ("DP") is required to publish an email id on its website so that demat account holders may write their queries/concern on that email id. We have therefore published the email id **"dpservices@njgroup.in"** on our website.
- ▶ However, it is being observed that NJ Partners / APs are sending their queries/complaints on the said email id, which is made available only for the grievance related email for the registered demat account holders. Emails other than this may not be entertained/responded to by us. We request you to kindly take note of the above and refrain from sending emails on the said email id.
- ▶ You will appreciate that we have a dedicated customer care team deployed for assisting NJ Wealth Partners/APS for all your queries/concerns/complaints, if any. We are pleased to inform you that digital solutions are made available namely, NJ Assist / NJ Buddy to digitally support your queries/ and provide requisite information, which you can effectively use for speedy response.

IMPORTANT - MARS/PARTNER DESK UPDATES

(Mail dated – 18th July 2022)

- ▶ We are glad to inform you that we have enabled/added following new features/enhancements in the MARS and MARS related modules.
MARS Top-UP SIP:
- ▶ Now, partner/partner employee can initiate MARS TOP-UP SIP from the SIP Registration PIT Module on the Partner Desk (Web).
BIU Campaign related Block added in PD Dashboard:
- ▶ As you are well aware that from past few years, we have been in putting our efforts in the area of business intelligence related initiatives and as a part of it, we run diff. campaigns. In the business related campaigns, we generate 'system initiated transactions (SIT)' in the MARS Portfolios for SIP and lumpsum.
- ▶ To make the details available and for the easy identification of the system initiated transaction (SIT), recently, we have added new filters and columns in the MARS PIT Status Report. (**Path:** Partner Desk (Web) > Investments > Partner Trax > MARS > Reports).
- ▶ Now, we are adding a **"Campaign Update Block"** in the Partner Desk Dashboard under the "Client Servicing Family Needs Summary Block" to provide access of SITs related key details more easy and fast. This block will provide a counts of certain key data points of SIT viz. Authorized Pending and Authorized Trxns with an on click facility. On click of the count, a PIT Status Report will get opened for the respective status for all campaigns.
- ▶ Please check email to refer the help document for both of these features.

UPDATE: SINGLE EQUITY STOCK RESTRICTION OFFERING TO NJ PMS INVESTORS

(Mail dated – 22nd July 2022)

- ▶ With respect to our email dated 13th January 2022, we started offering PMS Investments to investors with single equity stock restriction subject to their minimum net investment amount of Rs. 1 crore.
- ▶ **We are pleased to inform you that we are reducing the minimum investment amount limit to Rs. 50 lakhs with immediate effect for the benefit of investors.** Request you to kindly take note of the following important points.

For Existing investors who want to add a security restriction:

- If the stock for which the restriction is requested is already a part of the investor's portfolio 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.
- If the stock is transferred, any consequent shortfall in the corpus below 50 lakhs as a result of this transfer will need to be invested as top-up before the transfer.

For New and Existing investors

- Minimum corpus should be equal to or more than Rs. 50 Lacs.
- If the stock for which the restriction requested is a part of the model portfolio at any point of time in the future, the percentage allocated to the restricted security in the model portfolio will be held as cash in the investor's portfolio.
- Restriction can be implemented only for one equity stock per investor.
- Restrictions on securities other than equity stock, like schemes of Mutual Funds and ETFs cannot be implemented.
- ▶ Should you require any further assistance, please contact our customer care on 0261-4025000 or 0261-6155000.

MANDATORY REQUIREMENT OF PAN & AADHAAR LINKING

(Mail dated – 27th July 2022)

- ▶ This email is with reference to our previous communication related to PAN and AADHAAR linking.
- ▶ Please note that with **effect from 1st August 2022**, it will be **mandatory for the client to link PAN and AADHAAR before NJ E-Wealth account opening** (including PMS accounts).
- ▶ Clients will be allowed to open a NJ E-Wealth Account only if their PAN and AADHAAR are linked.

REVISION IN TIMELINES FOR DSC SUBMISSION

(Mail dated – 27th July 2022)

- ▶ This refers to the AMFI circular dated July 25, 2022 on **revision in timelines for DSC submission**. There has been a reduction in grace period for submission of DSC **from 6 Months to 3 Months** with immediate effect.
- ▶ Henceforth all the partners are required to submit the DSC for the previous financial year till 30th June upto the grace period of additional 3 months i.e till 30th September. This is applicable from the financial year 2021-22 and onwards.
- ▶ Please note that if the DSC is not submitted within the stipulated timeframe, the withheld brokerage will be forfeited.

NJ CAPITAL AND BAJAJ LOAN AGAINST SECURITIES (LAS) ELIGIBILITY ON PARTNER DESK

(Mail dated – 29th July 2022)

- ▶ We are happy to inform you that now Partners can check the client's loan eligibility for NJ Capital and Bajaj LAS from the partner desk.
- ▶ Module path : (Loan > **View Client's Loan Eligibility** > **Select company Name** > **Mode of Holding** > **Select : Group/Client name / PAN card no.** > **Submit**)

MANDATORY IMPLEMENTATION OF VIRTUAL CODE FOR PAYMENT VIA RTGS

(Mail dated – 29th July 2022)

- ▶ In continuation to our email communication dated May 21, 2022 on the use of a **Virtual Bank Account Number (VBAN)** for the RTGS payment mode in NJ PMS, we would like to reiterate that a VBAN has been allocated to each PMS account, both new as well as existing. The use of this VBAN has been mandatory w.e.f. July 01, 2022.
- ▶ Kindly note that any payment received via RTGS mode without using a virtual bank account on or after August 01, 2022 will be refunded back to the source bank account on T+1 business day, where T = Fund and Bank MIS received by NJ PMS.
- ▶ Please note the following important details for the captioned subject:
 - **Virtual Bank Account Number (VBAN):** - The VBAN is a bank account number that is unique to each PMS account and is mandatory to be used by investors at the time of payment initiation via RTGS. The VBAN for an investor shall be "NJADVS<PMS client code>". For Eg: If the PMS client code is A000123, the VBAN would be "NJADVSA000123".
 - Virtual Code can be obtained as follows:
 - **New Investors (Fresh account opening application)**
 - Online account opening application - VBAN for RTGS payment mode is sent to investors and respective partners as part of the account opening approval mail.
 - Physical account opening application with RTGS payment mode - VBAN for RTGS payment mode is sent to investors and respective partners after verification of physical account opening forms.
 - **Existing Investors (Top-up Application)**
 - While initiating the Top-up request from the partner desk, partners can also view the VBAN for each investor. The same shall also be available to the investors on their respective PMS desk.
 - **Bank details to be used for RTGS payment mode:**

Account Number	NJADVS <<PMS client code>> For Eg: If the PMS code is A000123, account number would be "NJADVSA000123"
Account Name	NJ Asset Management Private Limited
Branch Code	598
Branch Name	ASAF ALI ROAD, NEW DELHI
RTGS / NEFT IFSC Code	HDFC0000598

- ▶ Please note that these changes were communicated and are already applicable w.e.f July 01, 2022. Kindly note that applications with RTGS payment mode other than VBAN shall not be processed with effect from August 1, 2022.
- ▶ Kindly note that we will be sending a communication in this regard to all existing PMS Investors.

DISPLAYING OF GRIEVANCE REDRESSAL MECHANISM AT AUTHORIZED PERSON OFFICE

(Mail dated – 29th July 2022)

Note: This communication is sent to all Authorized Persons only.

- ▶ This email is with reference to Grievance Redressal Mechanism displayed at your office.
- ▶ Please check mail to refer the revised Grievance Redressal Mechanism. Request you to immediately replace the same with the existing Grievance Redressal Mechanism displayed at your office.
- ▶ In case of any further assistance, please contact the nearest NJ Branch or our Customer Care.

IMPORTANT POINT TO REMEMBER

IMPORTANT REPORTS & UTILITIES AVAILABLE ON PARTNER DESK

- ▶ In order to serve the clients in a more efficient way, many utilities & reports are already available on the Partner Desk. With the use of the same, you can provide the service to the client's.
- ▶ Some of the utilities & reports as mentioned below are readily available on Partner Desk which can be helpful in your day to day operational activities.

Sr. No.	Nature and Path of Utility & Report on Partner Desk	Information for Reports and guidance of Utilities
1	Generate & Upload Scan Mandate Path: PD > Stock Exchange > Partner Trax > Update Bank & Mandate Details	<p>Scan mandate can be generated from Partner Desk as per below process:</p> <ul style="list-style-type: none"> • Select UCC / Client Name & Click on Submit • Select Add Mandate • Select Mode of Holding & Click on Add Mandate • Select Mandate Segment, Enter Mandate Upper limit & Click on Submit. <p>Pre-Filled Mandate will be sent on the client's registered email id where client can download the mandate > Take the Print Out > Provide the Signature and send the scan copy of the mandate to Partner.</p> <p>Partner can upload the scan mandate from Partner Desk > Stock Exchange > Partner Trax > Pending Scan Mandate.</p>
2	Mandate Status Report Path: PD > Stock Exchange > Transactions > Mandate Status Report	<p>Below are some important information available in Mandate Status Report:</p> <ul style="list-style-type: none"> • UCC & Investor Name • Mandate In Favor of • Mandate Segment i.e MF segment or Other Segment • Mandate Identifier i.e Scan Mandate / E-Mandate • Bank Name, Bank Account No. • Mandate Status and On Halt/ Rejection Reason.
3	Registered Queries and TAT List Path: 1) Registered Queries – PD > Client Services > Customer Care > Registered Queries 2) TAT List – PD > Client Services > Customer Care > TAT List	<p>Partner can check status of Registered Queries from Partner Desk which contains below important information:</p> <ul style="list-style-type: none"> • Query Id, Query Type & Sub Type • Group Name & Investor Name • Query Status (Details of Query can be checked by clicking on the status) • Query Read / Unread • If the reason / solution provided is not satisfactory, you can Provide feedback. <p>Each query subtype has defined TAT of resolution. You can check the same from TAT List.</p>
4	NJ Assist Path: PD > Client Services > Customer Care > NJ Assist	<p>NJ Assist can provide any kind of operational information at your finder tip. Below are some of the important features:</p> <ul style="list-style-type: none"> • Detailed Information of topics like E-Wealth, MARS, LAS, Brokerage, Physical MF, etc. • Trending Topics • Download (Forms & Pre-filled sample forms are available) • Important Communications • Help Document of various report / utility of Desk.

For Detailed information, request you to refer NJ Assist.