



OCTOBER 2021

NEWS LETTER

From Customer Care Desk

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

LATEST COMMUNICATIONS AND UPDATES



INTRODUCING NEW PIT FACILITIES ON PARTNER DESK

(Mail dated – 8th Oct 2021)

- ▶ We are happy to introduce new features on the Partner Initiated Transaction (PIT) module on Partner Desk. Here is a brief on the key features and process for the same.

Bulk Purchase:

- This feature is for generating fresh purchase orders for multiple EWA clients easily.
- Partners can initiate Bulk Purchase transactions on up to 50 EWA clients at a time.
- Partners can enter different purchase amounts at the client level.

Bulk SIP Switch:

- This feature facilitates easy change of scheme of existing non-MARS SIPs to a new scheme. Effectively, existing SIP will be stopped, and new SIP will be registered in the new scheme.
- Partners can initiate Bulk Switch for either (a) "All clients" under Specific Scheme or (b) "For Specific Clients" at a time.
- All existing SIP details /parameters i.e, Amount, Tenure / End Date, Installments & SIP dates will remain the same for the new Scheme.

Reports related to Bulk-Switch & Bulk SIP Switch

- Report will be available for Request status & Order generation status on Partner Desk >> Stock Exchange >> Partner Trax >> Bulk Switch >> Non MARS Report & MARS Report

Notes:

1. Scope: Currently, only NFO - 'NJ Balanced Advantage Fund' will be available in the above utilities. This shall be opened for normal schemes and other NFO schemes in near future.
2. Intimation: After submission of the requests, intimation /authorization request via Email + SMS or WhatsApp (with opt-in) will be sent to clients.
3. Authorization: Clients can authorize the transaction from (a) the link sent in intimation or (b) through EWA desk /mobile app or (c) by Call and Transact mode or (d) Physical TIS.

- ▶ We believe that the new features will be of great assistance and will further empower you in business /sales planning, as well as ensuring clients portfolios are properly managed.

LAUNCHING DISTRIBUTOR INITIATED TRANSACTION (DIT) FOR NJ NFO

(Mail dated – 8th Oct 2021)

- ▶ To support the digital transaction solution for investors who do not have an E-wealth account, we are glad to introduce the **Distributor Initiate Transaction (DIT)** module on the **Partner Desk > Investments > Mutual Funds > Partner Trax > Distributor Initiated Transaction**.

Brief Process flow:

- Partner Can initiate Transaction by entering following details:
 - ◆ Enter PAN & Name (Dropdown selection for Existing client of partner)
 - ◆ Email Id & Mobile Number (Pre-filled in editable mode for exiting client of partner)
 - ◆ Select Scheme (Only NJ NFO Scheme will be available for selection currently)
 - ◆ Enter Investment amount
- Authorization and payment link to Investor - Investor will receive authorization link on the email and mobile entered by partner
- Investor can authorize Transaction by entering following details:
 - ◆ Select Tax status - Resident Individual / NRI
 - ◆ Select Mode of Holding - Single / Anyone or Survivor (Investor need to provide other holder details if Anyone or survivor mode is selected)
 - ◆ Enter FATCA details - (Pre-filled in editable mode if available with Kfin RTA)
 - ◆ Enter Bank Details - (On First holder PAN matching if any folio available with Kfin RTA, it will allow investor to select existing Bank from dropdown or add new Bank)
 - ◆ Upload bank Proof (Cheque or Passbook or Bank statement not older than 3 months)
 - ◆ Payment (UPI or Netbanking)
 - ◆ Enter Nomination - Not mandatory

Important Points for Consideration:

- This facility is available only to KRA KYC compliant clients.
- Eligible Tax status are Resident Individual and NRI.
- Non individual including HUF and Minor not allowed.
- Total 33 banks available for Netbanking. List is attached in email.
- We are in process of providing authorization status report on the partner desk. The same will be made available soon.
- Please upload a correct Bank proof for the Bank account from which payment is made to avoid any rejection.
- The authorization link of NFO will be available for investor to authorize till 22nd Oct 11:59 pm.
- Transactions authorized by investors will be processed subject to backend verification by RTA.
- ▶ Please find the video link available in email for your ready reference.

TER CHANGE IMPACT IN BROKERAGE

(Mail dated – 07th Oct 2021)

- ▶ As per our earlier communication on 30th Sept 2020, the rates will be reduced every 6 months subject to TER of a scheme being reduced by 5 bps since last TER cut impact was given. Every year rate revision will be done twice a year in April & October (on the basis of TER of previous month).
- ▶ Thus from 1st April 21, brokerage rates of attached schemes will be reduced as the difference between the TER cut impact given month as compared with Sept'21 is more than 5 bps.
- ▶ The rate reduction in all the schemes (Attached in email) will be applicable for all the assets procured on or before 30 Sept 2021.

CHANGES IN NOMINATION REGISTRATION PROCESS

(Mail dated – 13th Oct 2021)

- ▶ This is with regards to the Change in Nomination of Trading & Demat Account process as per SEBI circular SEBI/HO/MIRSD/RTAMB/CIR/P/2021, dated: 23rd July 2021. Below are some important changes related to nomination registration process for NJEWA Clients:
 - The Biggest relaxation given by SEBI is now there is no requirement of having a witness while appointing Nominee. Therefore the details of Witness has been removed.
 - SEBI has allowed additional Proof for Nominee Identification details along with PAN, Aadhaar, Voter ID, Passport and Driving licence:

Additional ID Proof	Description
Demat Account Number	Demat Account number of nominee to be provided. Note: Nominee should have single holding E-Wealth Account with NJ India Invest Private Limited.
Photograph and Signature	Nominee photograph and signature to be uploaded.

- ▶ In line with the above, the similar changes will be applicable for Physical NJEWA forms as well for which the revised account opening forms and nomination forms (nominee addition / modification) have been uploaded on the respective desks.
- ▶ Request you to kindly take note of the above changes and ensure that the latest forms are used for nomination registration. Old forms received after 24th October 2021 shall not be processed.
- ▶ Further, NJ E-Wealth Account opening system will be unavailable on 14th October 2021 between 8:00 pm to 11:00 pm for deployment of above changes.

INTRODUCTION OF NEW WHATSAPP TRANSACTION FEATURE

(Mail dated – 13th Oct 2021)

- ▶ We at NJ have been augmenting our efforts to support and empower you in multiple ways. We are now happy to introduce a very exciting new feature - transaction facility from WhatsApp!!
- ▶ Yes, with the WhatsApp chat feature, clients will no longer need to login to the desk or mobile app to subscribe to the NFO!
- ▶ **Here are the brief details /steps of the same...**
 - Step 1:** Send "NFO" to NJ WhatsApp Business Number: +91 6359900155 from a EWA registered mobile number.
One can also click on the link "<https://wa.me/+916359900155?>" to directly open WhatsApp chat and send the typed 'NFO' message.
 - Step 2:** Select any Active EWA mapped to the mobile number, in case of multiple EWAs.
 - Step 3:** Authorize login with either (a) Date of Birth or (b) PIN.
 - Step 4:** Enter valid NFO Subscription Amount (only up to available mandate limit)
 - Step 5:** Reply "Y/Yes" to confirm the transaction
- ▶ That's it! The transaction is completed at the client's end in a very convenient and easy manner.
Note: WhatsApp's transaction is only possible where mandate is available ('Auto Debit' or 'ACH' payment mode) and currently, only the NJ BAF 'Growth' option is available for subscription.
- ▶ We hope that this new feature will be greatly appreciated by the Partners and used smartly to exploit its full potential. Partners can directly share the link for initiating the NJ BAF NFO subscription /purchase on WhatsApp chat with their clients.

IMPORTANT UPDATE REGARDING YOUR INVESTMENT IN DAAP AGGRESSIVE INVESTMENT APPROACH

(Mail dated – 14th Oct 2021)

Note: This communication is sent to impacted partners only.

- ▶ We hope that this communication finds you and your family safe and healthy. We also wish you joy and happiness in the coming festival season and beyond.
- ▶ In the coming days you will notice some significant transactions in the captioned investment approach. These will involve redeeming your investments from existing funds and reinvesting the proceeds in others. As has been the case, there will be tax implications of these transactions as well. However, these transactions are being undertaken to allow a more tax efficient deployment of your funds over the long term, such that the amount transacted at each re-balancing is minimized and all investments are subject to equity taxation. We believe that this is in the interest of your portfolio's long-term health and the benefits over time far outweigh the immediate tax implications.
- ▶ As we implement this change, there may be some delays in processing transactions from October 22, 2021 to November 1, 2021. We apologize for any inconvenience this may cause.
- ▶ As more trusted tax efficient products become available, it has been and will continue to be our endeavor to incorporate this efficiency in your portfolios. We thank you once again for trusting us to manage your investments and assure you that we are committed to always doing our best for you.
- ▶ Please Note that this communication has also been sent to your PMS clients who have investment in DAAP Aggressive Portfolio.

STATUS REPORT OF DISTRIBUTOR INITIATED TRANSACTION (DIT) FOR NJ NFO

(Mail dated – 20th Oct 2021)

- ▶ In continuation to our earlier communication dated 8th Oct 2021, we are happy to share with you that we have come up with an add-on report to view the transaction status initiated through Distributor Initiate Transaction (DIT).
- ▶ You can check the DIT transaction status from **Partner Desk > Investments > Mutual Fund > Partner Trax > Distributor Initiated Transaction Status**.
- ▶ You can check the same using following options:
 - Reference No.
 - PAN
 - Investor Name
 - Initiation date
- ▶ Kindly note that the status in the report will get updated every 2 hours. Hence, if the investor authorizes the transaction at 9 am, the same will be updated in the report max by 11 am.

NJ CUSTOMER CARE IVR ENHANCEMENT

(Mail dated – 23rd Oct 2021)

- ▶ This is to inform you regarding the NJ Customer Care IVR flow change w.e.f. 25th Oct'21.
- ▶ You will now be required to select the product for connecting to NJ Customer Care executive. Once you are connected to the IVR you are requested to **Dial "1" for Mutual Fund product**.
- ▶ **Below mentioned are some other important changes with respect to the current IVR flow:**
 - After Selecting Mutual Fund, the existing IVR flow will remain the same.
 - Product wise Dial numbers will be available for other products.
 - Bizmall & Webnest related queries, may be connected on 07948062799.
 - TPIN change option will **now** be available on **Dial 4** which previously was on **Dial 7**.
- ▶ IVR flow help file is attached in email for your reference.
- ▶ We request you to take due care while selecting the options so as to smoothly enjoy NJ Customer Care services.

INTRODUCING NEFT/RTGS & UPI PAYMENT MODE IN SOVEREIGN GOLD BOND (SGB)

(Mail dated – 28th Oct 2021)

- ▶ We are glad to inform you that NEFT, RTGS & UPI payment modes are now available for Sovereign Gold Bond transaction in NJ E-Wealth Account. Please note the important guidelines & points for respective payment modes.

Important guidelines for NEFT/RTGS payment mode:

- Following NJ bank account to be used for transferring funds through NEFT/RTGS for Capital Market. One time NJ bank details to be added as beneficiary by client in his/her bank account for transferring the funds.

Bank Name: **HDFC Bank Ltd.**

Account Name: **NJ INDIA INVEST PRIVATE LIMITED**

IFSC Code: **HDFC0000240**

Branch Name: **Sandoz Branch, Mumbai**

Bank Account Number: **NJINPO<UCC>**

- NJ Bank account number will be unique for each client. It is a combination of "NJINPO" followed by client code i.e. UCC (Unique client code allotted by NJ at the time of E-Wealth Account opening)

Important guidelines for UPI payment mode:

- Client need to have virtual payment address (VPA) for making payment using UPI.
- Client has to create VPA from his/her Bank mobile application or BHIM application
- Fund transfer request will be as per the Limit prescribed by NPCI & the provided by Bank Currently upto Rs. 1 lakh can be initiated from NJ E-Wealth account using UPI.

Important Points:

- If payment is done without submitting transaction in NJ system, refund will be initiated to client originating bank account on EOD of last day of Sovereign Gold Bond
- Transaction amount & fund transfer of NEFT/RTGS amount has to be same. In case of transaction amount & actual received amount in NJ Bank account differs then amount will be refunded to client by EOD of Receipt of fund in NJ bank account.
- NEFT/RTGS should be done only from the Bank account selected at the time of transaction. If payment is received through other registered or an unregistered bank account, the same shall be refunded to client originating bank account by EOD of Receipt of fund in NJ bank account.
- Only NEFT/RTGS option to be used while transferring funds from client bank account, IMPS option should not be used.
- For UPI payment mode Fund transfer has to be authorized from the Bank account number which is selected at the time of transaction submission in NJ system. NJ Bank will auto refund the amount if the fund is authorized from another bank account.

RESUMING SCAN BASED BSE MANDATE REGISTRATION FACILITY

(Mail dated – 28th Oct 2021)

- ▶ We wish to inform you that we have resumed collecting scan based BSE mandates with immediate effect.
- ▶ The Client/Partner can now upload BSE mandate along with NJ mandate during NJ E-Wealth Account Registration.
- ▶ However, Partner can also register and upload BSE scan mandate along with NJ mandate from their Partner Desk for existing NJ E-Wealth clients.

INTRODUCTION OF REFERRAL CONCEPT FOR NJ CAPITAL MARKET

(Mail dated – 30th Oct 2021)

- ▶ We are glad to introduce “**Referral**” option for NJ Wealth Partners **wef: 1st November 2021**.
- ▶ Previously, only the option of becoming an Authorized Person (AP) was available for Capital Market Segment; However, now the Partner shall also have the option to become a “Referral”. Even already registered Authorized Person (AP) shall get the option to convert as “**Referral**”.

The specific difference between an AP and Referral is explained below:

Sr No	Points	Authorized Person (AP)	Referral
1	Registration	AP gets registered with the respective Exchanges	Referrals gets registered at the Member (Broker) end i.e. NJ India Invest Private Limited
2		AP can get registered on one Exchange through any one broker. Meaning by if one person is already registered as AP on any exchange through other broker then the same cannot become AP through NJ.	There are no such criteria for Referral.
3		Family Member of NJ Wealth Partner can become AP	Registered NJ Wealth Partner will only become referral
4	Registration Fees	One time Registration Fees as levied by Exchanges. Currently, INR 2000/- + GST for respective Exchanges *The Fees are subject to change from time to time	There will be No Referral registration charges
5	Exchange Compliances	Need to follow specific compliances as laid down by the respective exchanges from time to time List of Compliances to be followed are attached in email for reference.	No specific compliance with respect to Referral
6	Audit Requirements	As per the Exchange requirement, AP will be audited once in a year to once in 3 years based on the guidelines as laid down by the exchanges from time to time. These Audits shall be carried out by external auditors where a fees of INR 5000/-+GST per Audit shall have to be borne by the AP(s) *Applicable from F.Y. 2022-2023	No Audit requirement
7	Capital Market Brokerage	Flexibility to charge brokerage in % at Customer Level	Default brokerage of INR 20/- (maximum) shall be applicable to all customers
8	Capital Market Brokerage Frequency	Monthly	Currently it will be on Quarterly basis. We are working to make this monthly
9	Capital Market Data viewing rights	AP shall have access to view the Valuation, Trade Summary as well as the details of trades done by their respective clients. List of reports available to AP are attached in email for reference	Referral shall have access to view only Trade summary and Valuation of trades done by their respective clients. List of reports available to Referral are attached in email for reference

10	Termination	One time Termination Fees as levied by Exchanges. Currently, INR 1000/- + GST for respective Exchanges *The Fees are subject to change from time to time	There will be no charge for Referral termination
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- ▶ NJ Wealth Partner who is currently not registered as an AP and wishes to apply for Referral shall have to follow the process attached in email.
- ▶ Existing Authorized Persons (AP) who wish to convert themselves as Referral shall have to surrender their AP registration and convert to "Referral".
 - AP surrender process along with referral registration is attached in email for reference.
 - Once the existing AP gets converted to Referral, the referral criteria shall be applicable including the brokerages rates. Existing customer's brokerage shall be charged as per Referral rates & the referral shall have restricted data viewing rights as mentioned in the above table.

IMPORTANT POINT TO REMEMBER

POINTS TO TAKE CARE DURING E-WEALTH ACCOUNT REGISTRATION

- ▶ In order to avoid “Not Approval” or “Rejection” of NJ E-Wealth Account registration, you need to take care while mentioning details / uploading documents. Below are some of the important points to take care:

MAJOR REJECTION / NOT APPROVED REASONS	POINTS TO TAKE CARE
<p>Data Entry Error 25% Rejections</p>	<p>BANK DETAILS – Bank A/c number, Investor's name, Mode of holding, MICR, IFSC code must be same as per the bank records and bank proof uploaded.</p> <p>NAME ON SIGNATURE PAGE – Mention Name on the specimen signature page as per the applicant's name.</p>
<p>Improper Documents 25% Rejections</p>	<p>DOCUMENT VISIBILITY – Upload clear visible scan copy of all the documents.</p> <p>LIVE PHOTO CAPTURING – Capture live photo of client properly in the oval provided.</p> <p>DIGILOCKER DATA - Enter correct Aadhaar number of the applicant as per the holding pattern to fetch the correct details.</p> <p>SPECIMEN SIGNATURE – All the holders name & hand written signature should be uploaded on single signature page with correct holding pattern.</p> <p>DOCUMENT MISMATCH – The documents uploaded should be for the respective client only of which ref number is generated.</p>

Important Note:

- ➔ If any reference number is in “**E-Stamping Done**” status for more than 2 working days, it may be due to mismatch in details provided with actual CKYC records.
- ➔ To activate such account, you are requested to get the CKYC pdf from clients which they have received from CERSAI end at the time of CKYC registration. If client do not have the same, client may raise query to CERSAI by mailing on helpdesk@ckycindia.in.
- ➔ Partners can raise a query from below path along with CKYC pdf.
Partner Desk >> Client Services >> Customer Care >> Send Query >> Query Type: E-Wealth Account [INVESTMENTS] >> Query Sub Type: Account Opening Status Required. We shall check and activate the UCC within two working days.

We are sure this will help to activate the E-Wealth account of the clients without any issues.