SEPTEMBER 2021

NEWS LETTER

From Customer Care Desk

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

LATEST COMMUNICATIONS AND UPDATES

TER CHANGE IMPACT IN BROKERAGE

(Mail dated – 3rd Sep 2021)

- This is to inform you that TER of below mentioned schemes have been reduced by more than 10 bps, hence impact will be given in the immediate succeeding month. So W.E.F 1st September 21, existing rates on AUM mobilized unto 31st August 2021 will be reduced as per below table.

Scheme Name	Base Month#	Base month TER	August'21	DIFF	Deduction impact in Payable
Baroda Dynamic Equity Fund	Jan'21	2.12	2.01	-0.11	-0.06
Baroda Money Market Fund	Mar'21	0.50	0.39	-0.11	-0.08
Canara Robeco Focused Equity Fund	May'21	2.23	2.11	-0.12	-0.06
DSP Healthcare Fund	Dec'20	2.11	2.01	-0.10	-0.05
ICICI Prudential Technology Fund	May'21	1.90	1.79	-0.11	-0.06
IDFC EMERGING BUSINESSES FUND	Mar'21	2.12	2.02	-0.10	-0.05
Invesco India Focused 20 Equity Fund	Feb'21	2.14	2.04	-0.10	-0.05
ITI Dynamic Bond Fund	July'21	1.65	1.55	-0.10	-0.07
Kotak Debt Hybrid Fund	Apr'19	2.05	1.91	-0.14	-0.07
Kotak Pioneer Fund	Mar'21	2.03	1.92	-0.11	-0.06
SBI TECHNOLOGY OPPORTUNITIES FUND	June'21	2.18	2.04	-0.14	-0.07
Tata Balanced Advantage Fund	Feb'21	1.98	1.87	-0.11	-0.06
Tata India Pharma & Healthcare Fund	Apr'19	2.30	2.20	-0.10	-0.05
Tata Multi Asset Opportunities Fund	Mar'21	2.25	2.14	-0.11	-0.06

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

UPDATE - NEW NJ EWA MOBILE APP - ANDROID & IOS LAUNCH

(Mail dated – 8th Sep 2021)

- We are happy to share that the new-look NJ E-Wealth Account (EWA) Mobile App is now live on both Android Play Store and iOS App Store.
- Please note that we will now update the new version for all investors on 9th September 2021.

NJ EWA SYSTEM & SERVICE ENHANCEMENT - CAPITAL MARKET

(Mail dated – 4th Sep 2021)

- We have been working very hard to enhance the overall service and user experience for our NJ EWA Customers. In line with this, we wish to inform you that along with the current developments we are also working on **Upgrading** the current **Capital Market platform (Web & Mobile App)** for better transacting experience.
- Our team is working on introducing an all new version of NJ Capital Market front end which will be user friendly and at par with the other popular platforms available in the market. We are positive that the new platform will be more efficient and feature loaded and shall provide a much pleasant experience to our customers. We are expecting to go Live with the new Platform in a couple of months.
- Further, we are aware about the recent technical issues being faced while using our Capital Market platform which have been fixed now and we look forward to the smooth functioning of the same. We are closely monitoring the functioning of the platform and will give our best to ensure that the bugs are fixed permanently. We deeply regret the inconvenience caused in this regard.

REVISED DATE FOR LAUNCH OF NEW VERSION OF E WEALTH ACCOUNT REGISTRATION

(Mail dated – 4th Sep 2021)

- The wait is getting over and we are all set to Launch the revamped version of NJ E Wealth Account (NJEWA) opening shortly.
- Further we would like to inform you that as per our email dated 24th August 2021, the **GO-LIVE** date for the **New NJ E Wealth Account Registration** would be **9th September 2021,** which previously was communicated as 6th September 2021.

  With reference to the above you are requested to take into consideration below Important Points:

  - As we have extended the deployment of the new module to 9th September 2021, We have re-opened the old module for fresh E Wealth Account entries till **7th September 2021 Morning 10:00 AM.**
  - You will be required to complete all pending entries including the E-signature process for all pending NJEWA till **7th September 2021 EOD.**
  - All NJEWA which remain under process (Meaning by account under Requested, Document Awaited, Not Approved - Status) as on 7th September 2021 EOD will be marked as auto rejected by the system & new entry shall have to be initiated through the new version.
  - The above points will be applicable for NJEWA as well as PMS registrations.
  - We request you take note of the above mentioned points and plan your account activation process accordingly to avoid any further inconveniences.
- We shall be very shortly sharing with you the Account Opening Video for New NJ EWA registration to have a better understanding about the process and the overall flow.

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

(Mail dated – 9th Sep 2021)

Note: This communication is sent to impacted partners only.

- In continuation to our email dated 26th July 2021 and several email thereafter with regard to the above subject, we would like to remind you to submit the pending GST invoices for FY 2020-21. **We have extended the deadline to submit the invoices to 30th September 2021.** Please ignore the email if invoices are already submitted.

NJ CAPITAL TERM LOAN ROI & PF COMMUNICATION

(Mail dated – 16th Sep 2021)

- We are happy to share Rate of Interest and PF for NJ Capital Term Loan. The rates are effective from 1st April 2021. Kindly go through the same.

LAUNCH OF NEW E WEALTH ACCOUNT REGISTRATION SYSTEM

(Mail dated – 9th Sep 2021)

- The wait is finally over and we are all set to Launch the revamped version of NJ E Wealth Account (NJEWA) from 9th September 2021.
- The new version is our attempt to make the **NJEWA account opening process simpler, easier and faster and give our Partners and their customers an intensified experience.** Moreover, along with providing a better experience we have also ensured that we do not miss out on any Regulatory guidelines.
- **In line with the above, below are some key 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.
  - Removal of witness requirement for Nomination facility.
  - Removal of uploading the IPV (In Person Verification) form in case of Non KYC compliant Customers.
- The New NJ E-Wealth Account opening process **demo** is attached in email for your ready reference.
- We are sure that the new version will be warmly welcomed by our NJ Wealth Partners and we are confident that the same shall bring both ease of entry and breadth of potential for enrolling new customers on the NJEWA platform.

ENHANCEMENT IN BUDDY - YOUR 24 X 7 COMPANION

(Mail dated – 22nd Sep 2021)

- First we would like to thank our valued NJ Wealth Partners for an overwhelming response to NJ Buddy & NJ Assist; We are receiving more than 1100+ daily hits on NJ Buddy & NJ Assist which is providing instant assistance for daily operational needs.
- We as a Group have been working on digital initiatives since quite some time to enhance the user experience by upgrading our systems & processes. Based on many feedbacks / suggestions from our Partners regarding the advanced SEARCH option in NJ Assist, we are excited to introduce yet another new feature which shall help answering your questions instantly through Chatbot.
- **We have integrated this New feature in NJ Buddy as "ASK ME".**
- Through this feature you can ask NJ Buddy any operational questions like *How to start MF SIP in E-Wealth account?, How can a client authorize PIT transactions? Etc.*

  Below are the brief steps to use the feature:

  Step 1: Click on Ask Me under Buddy

  Step 2: Write your desired question in the text box

  Step 3: Buddy will provide you the best suitable results.

  Step 4: You may click on the best suitable result and it will route to NJ Assist where required information will be available.
- Accessing "ASK ME" is very simple, You may view a small DEMO to understand the feature. We are sure this new feature shall also be warmly welcomed as always.

IMPORTANT UPDATE ON NJ SYSTEMS

(Mail dated – 20th Sep 2021)

- We were experiencing certain technical issues which resulted in non operations of our services including NJ EWA login / Partner desk / mobile applications and other related systems.
- We further wish to inform you that the issues have been resolved and all the systems are working fine now.
- We deeply regret the inconvenience caused to you and your customers and Thank you for your kind cooperation.

IMPORTANT UPDATES - NJ EWA REGISTRATION

(Mail dated – 24th Sep 2021)

- It gives us immense pleasure to share with you a few statistics that **we have already activated 7200+ NJEWA in the first 10 days through** the new enhanced version of NJ E Wealth Account (NJ EWA) registration.
- We experienced few teething issues during the initial days of our Launch however the system is pretty smooth & working fine now. On a daily basis we are receiving similar requests which we used to receive with the previous version and we **Thank our valued Partners** for their **support** extended to us.
- Further, we were analyzing the data and found a few common errors / issues which are causing the delay / non-activation of the NJEWA.
- **We have listed down the common points which shall help you get your NJEWA activated smoothly:**

  01) Capturing Live Photo:
  - It is mandatory to give permission & allow access to Camera and Location for capturing Live Photo
  - While clicking the live photo, it is important to ensure that the client's face is clearly visible and is kept in the center of the Oval instead of capturing a photo from too far. A sample picture is attached in email for reference
  - While capturing Live Photo from the mobile handset, if you are not able to proceed further request you to check cookies settings in your phone and try again. Help file for cookie setting is attached in email for reference.

  02) Original Bank Proof :
  - While entering bank details if the bank is not auto-verified using penny testing service the client will be required to upload original bank proof as per SEBI circular (Circular No-SEBI/HO/MIRSD/DOP/CIR/P/
  - In line with the above the client is requested to upload coloured & signed cancelled cheque copy to avoid any rejections.
  - We found few cases where black & white copy / scanned image of a photocopy was uploaded which shall further lead to non approval of the accounts.

  03) Other Important Points:
  - It has been observed that clients generally upload AADHAAR copy under the additional documents tab, However the additional document is only required to be uploaded in case there is a name mismatch or a marriage certificate is to be provided in case of maiden accounts. We request you to ensure that additional documents are only uploaded in case there is a specific requirement.
  - Furthermore, in case Aadhaar is uploaded as an additional document, it should be Masked Aadhaar copy only to avoid rejections.
  - In case of NRI E wealth Account, we shall not be able to open accounts for KYC and CKYC non-compliant customers. Request you to proceed only for KYC / CKYC compliant customers.

  04) LIVE DEMO FOR CLIENT:
  - Video link for opening NJEWA by client is attached in email which can be shared with the prospective clients so that they can follow the steps and open the account easily.
- We request you to kindly take note of the above points which shall help you eliminate the rejections / queries and experience smooth account opening. We are committed to provide you the best of our services always.

IMPORTANT : UPDATE ON LINKING OF INVESTORS PAN & AADHAAR

(Mail dated – 18th Sep 2021)

- In continuation to our earlier email dated 01st July 2021 with Subject "URGENT & IMPORTANT - LINKING OF INVESTORS PAN & AADHAAR", we would like to inform you that the last date to link Aadhaar with PAN has been extended till 31st March 2022.
- In reference to above, t**he validation of PAN and Aadhaar linking has been removed from the E-Wealth Account Opening process.**

PARTNER DESK UPDATE MARS AUM REPORT > INVESTOR WISE PORTFOLIO WISE REPORT FORMAT ADDED

(Mail dated – 24th Sep 2021)

- We are glad to inform you that we have added a new report format: **Investor Wise Portfolio Wise AUM Report in the MARS > Reports > MARS AUM Report on the Partner Desk (Web)**. Kindly take note of this development and keep sharing your feedback/suggestions.

IMPORTANT POINT TO REMEMBER

CKYC REGISTRATION PROCESS OF E-WEALTH CLIENTS

- In line with various communications and as per the regulatory guidelines, it is mandatory to register the CKYC (Central KYC) of NJ E-Wealth Clients (all holders). **Please find the below process for CKYC registration:**

ONLINE PROCESS

- NJ Wealth Partners can initiate online CKYC registration request of E-Wealth clients from Partner Desk. Clients needs to authorize the same through E sign mode.

Steps	CKYC Registration Process from Partner Desk
1	Login to Partner Desk > Stock Exchange > Partner Trax > Online Requests Initiation.
2	Click "Add" & Select Client by providing UCC or Group name & Click on Submit
3	Select Document: "CKYC Registration Form".
4	Download CKYC Form and fill the details. Also affix photo of client.
5	Upload the scan copy of form in "Upload CKYC Registration Form" field.
6	Upload any one OVD (Officially Valid Documents) in "Id Proof" field & Click on Submit.
7	Authorization email will be sent to client's registered email id from where client need to verify and authorize the request through E-Sign mode.

PHYSICAL PROCESS:

- NJ E-Wealth clients can also submit duly filled and signed physical CKYC registration form to nearest NJ branch along with a copy of any of the Officially Valid Documents. List of required documents are already available on NJ Assist under question: **How can a client register / update details in KYC / CKYC?**
- Once the request is authorized / received to us at NJ head office, it shall be processed within T+2 working days and the NJ E-Wealth accounts will be activated in case it is deactivated.