



MF Utilities India Pvt Ltd

Standard Operating Procedures

for

Distributors

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1. Abbreviations

Abbreviation	Full Form	Abbreviation	Full Form
AMC	Assets Management Company	NCT	Non-Commercial Transaction
AMFI	Association of Mutual Funds in India	NSDL	National Securities Depository Limited
ARN	AMFI Registration Number	PAN	Permanent Account Number
ASL	Authorized Signatory List	PEKRN	PAN Exempt KYC Reference Number
BO	Back Office	POA	Power of Attorney
CAN	Common Account Number	POI	Proof of Identity
CDSL	Central Depository Services Limited	POS	Point of Service
CMS	Cash Management Service	RM Code	Relationship Manager Code
CRF	CAN Registration Form	RTA	Registrar and Transfer Agent
CT	Commercial Transaction	RUD	Returned Undelivered
CTF	CAN Transaction Form	SIP	Systematic Investment Plan
DP	Depository Participant	SOA	Statement of Account
DS	Deposit Slip	STP	Systematic Transfer Plan
EUIN	Employee Unique Identification Number	SWP	Systematic Withdrawal Plan
FII	Foreign Institutional Investor	TAT	Turn Around Time
FO	Front Office	TSM	Time Stamp Machine
GORN	Group Order Reference Number	UCRN	Unique CAN Reference Number
IPV	In-Person Verification	UDRN	Unique Deposit Reference Number
ITRN	Individual Transaction Reference Number	UID	Unique Identification
KRA	KYC Registration Agency	UKRN	Unique KYC Reference Number
KRF	KYC Registration Form	UMRN	Unique Mandate Registration Number
KYC	Know Your Customer	URL	Uniform Resource Locator
MFU	MF Utility (The System)	FATCA	Foreign Accounts Tax Compliance Act
MFUI	MF Utilities India Pvt Ltd (The Company)	UBO	Ultimate Beneficial Owner
MICR	Magnetic Ink Character Recognition	CRS	Common Reporting Standards

2. Process Summary and Objectives

The Distributor will receive Registration forms pertaining to KYC & CAN Registration as well as Transaction forms pertaining to Commercial & Non-Commercial Transactions from Investors for participating Asset Management Companies. The forms may be received from their investors.

The Distributor shall verify completeness and accuracy on a best effort basis based on the checklist available. The Distributor will attest supporting documents, attached to the transaction / registration forms and also complete in-person verification for KYC form. For documents attestation and IPV, the distributor will write his ARN number and affix his official seal with signature and date. The process then entails the scanning, data capturing and submitting data-captured KYC/CAN Registrations and CT/NCT Transactions along with Run sheet (listing the documents to be submitted) after affixing seal "Electronically Time-stamped" on all such transactions to mapped POS Branch within the defined timelines. Alternatively the distributor can also submit the Registrations and transactions without scanning and data capturing to POS branch for time stamping. For such transactions, POS branch will provide Time-stamped acknowledgment to the Distributor.

For inflow transactions, the Distributor will generate the deposit slips and arrange to deposit the instruments into the mapped MFU collection Bank branches under the CMS/Transfer banking and seek acknowledgement. The deposit slip acknowledgement will be scanned into system for further records. The Distributor will also handle the MFU transaction queries received from his/her investors. The Distributor will also handle the queries received from their Investors for MFU registrations/transactions.

All the physical documents will be sent to the POS Agency's Head-Office from where they will be handed over to the MFUI appointed storage vendor.

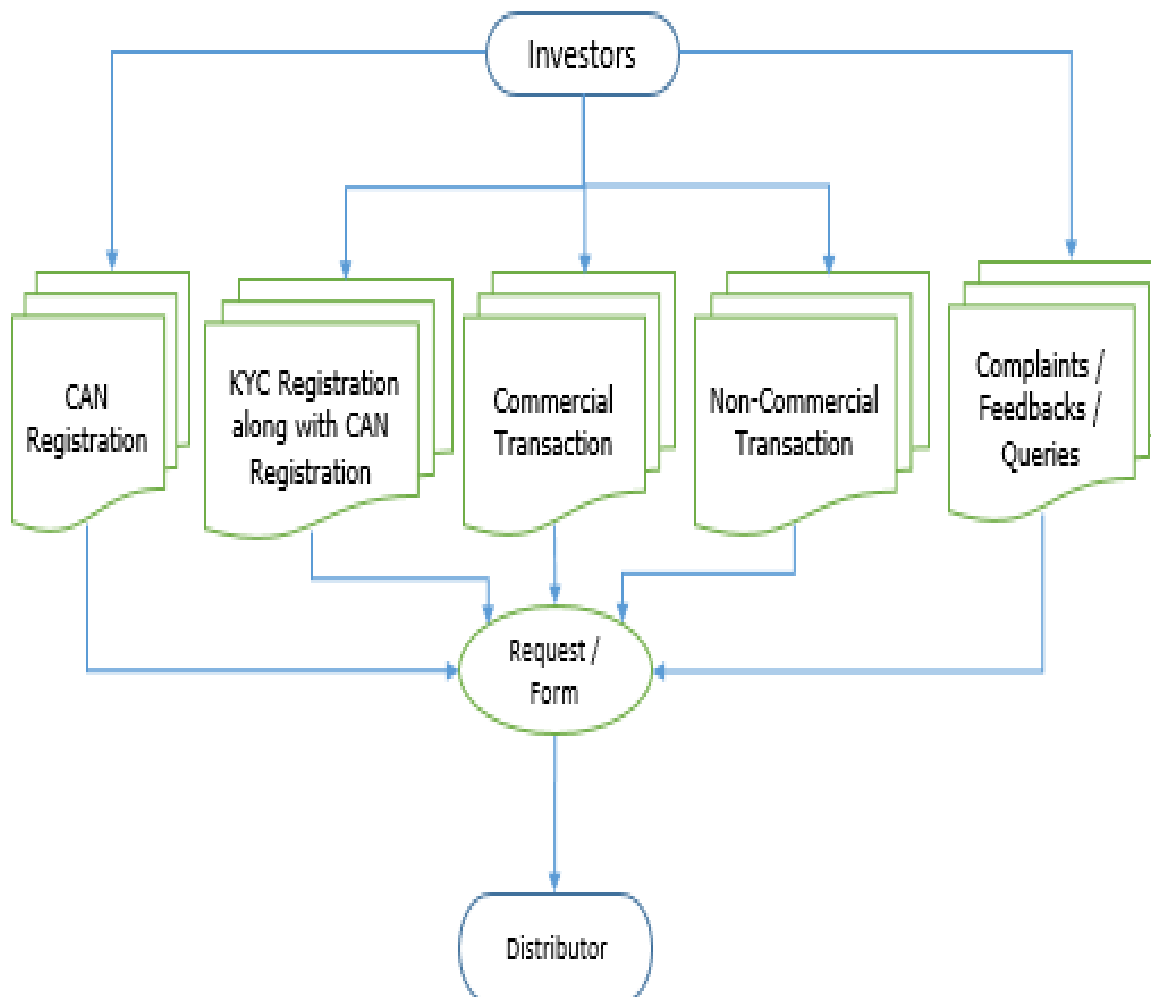
This SOP is being issued by MF Utilities India Private Ltd. This document will help to understand SOPs to be followed by Distributor for handling & processing of MFU transactions / documents received from their investors. This document will also facilitate explaining end to end procedure for the physical transactions.

1. On the basis of feedback received from its users / participants and on the basis of regulatory changes, the laid down procedures are bound to change from time to time. However, the major statutory amendments will be prescribed for implementation only after the said changes have been accepted by MFUI Board of Directors.
2. It is expected that Distributor will comply with this practices to carry out their day to day functions.
3. This is a private and confidential document to be used / referred by Distributor to perform their day to day functions within their office and not for circulation to anybody else.

3 Activities at Distributor (Snapshots)

(Snapshot 1)

Different Types of Forms / Requests that an Investors can submit through MFU



CAN Registration form may be accompanied with PayEezz Registration Form.

Commercial Transactions: Purchase, Redemption, Switchover, SIP, STP and SWP

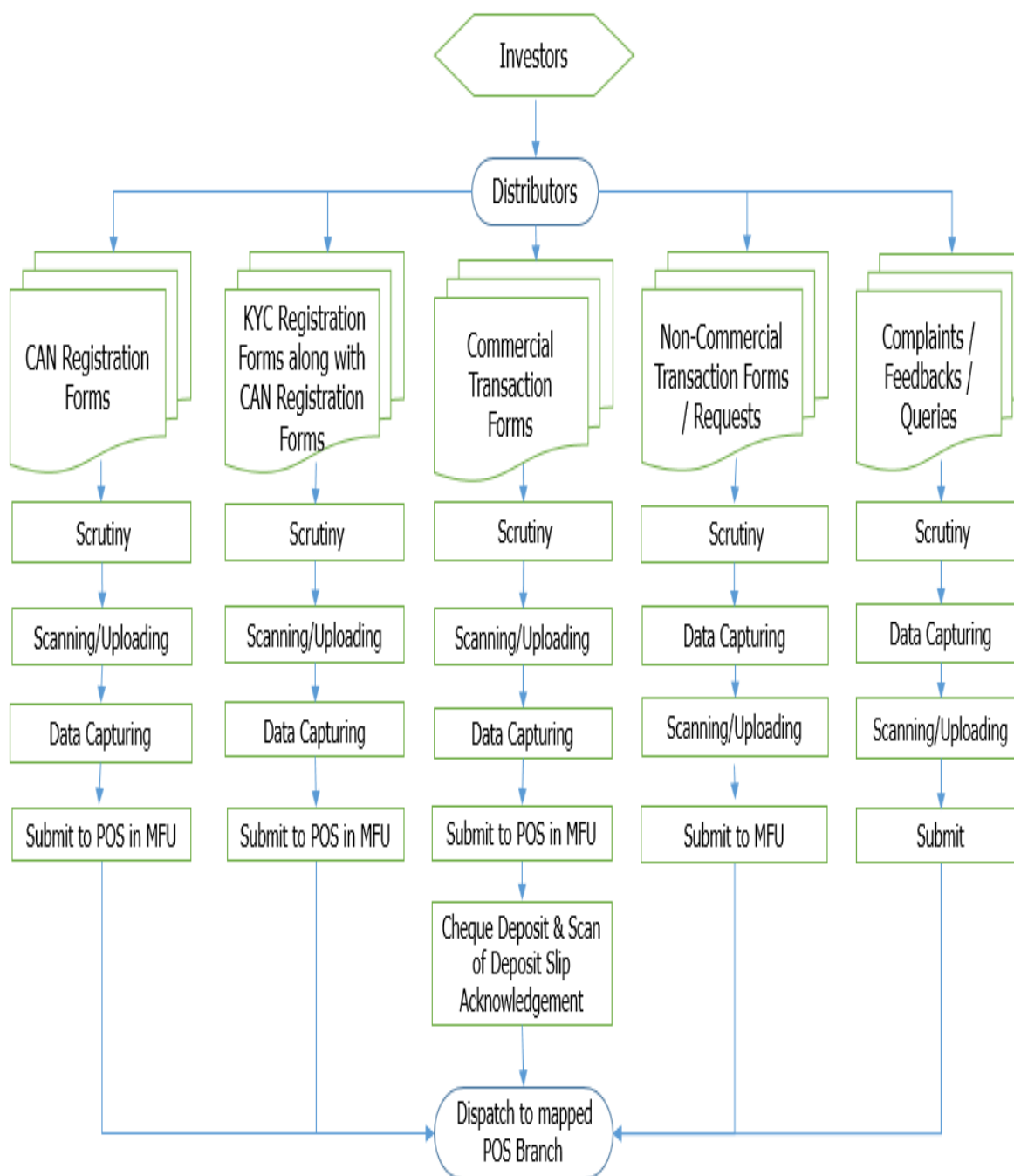
Non-Commercial Transactions: Change of Address, Change of Bank Details, and Registration/Revocation of Power of Attorney and Registration/Deletion of DP Account details /Updation of Contact details/Other details/Receive and Forward (CAN/Folio based NCTs)/PayEezz Registration

Action on Incomplete Registration and Transaction Form, if noticed incompleteness before or while data capturing:

If Registration / Transaction form is in-complete, the distributor has to complete the formalities with help of investor and ensure data capturing of the complete form only.

(Snapshot 2)

Source and process of Transactions



PS. Deposit slip generation, printing and DS acknowledgement scan image upload are applicable only for Purchase and SIP Transactions.

4 Standard Processes

4.1 Receiving Applications - Source and Type of Investor's Applications

Process Objective:

To accept various CAN and Folio based CT / NCT Transactions (as per their cut-off timings), KYC / CAN Registration requests and Complaint letters from Individual or Non-Individual investors.

The Distributor shall accept following mentioned CAN and Folio based CT / NCT Transactions, KYC / CAN Registration requests and Complaint letters from his Individual or Non-Individual investors across, if they are complete in all respects as per Checklist. If the application is not as per checklist, the same will be returned to the investor quoting rejection reasons. However the distributor will ensure to complete discrepancies in the forms before data capturing of the same.

Type of Registration and Transaction Forms:

Registration	Commercial Transactions	NCT Transactions	Others
1. KYC Registration (Only if accompanied with CAN Registration Form) 2. CAN Registration (Only for KYC Compliant investors) 3. PayEezz Registration along with CAN Registration	1. Purchase 2. Redemption 3. Switchover 4. SIP Registration 5. STP Registration 6. SWP Registration	1. Address - Change of Address 2. Bank Mandate - Change of Bank Mandate 3. POA - Registration of Power of Attorney 4. DP - Registration of DP Account 5. Contact Details - Updation of Mobile/Landline numbers/Email ID 6. Other Details - Income details and PEP status 7. Receive and Forward – CAN or Folio based NCTs 8. FATCA 9. UBO 10. PayEezz Registration	1. Complaints 2. Feedback 3. Queries

4.2 Scrutiny of supporting documents / transactions before acceptance

Process Objective

To check whether mandatory fields in the applications are properly filled-in and correct supporting documents are attached to the application to avoid pre-processing rejections.

- Distributor will accept CT/NCT transactions only in MFU designed transaction forms, available on www.mfuindia.com.
- Distributor will verify MFU transactions carefully as per Transactions Types Checklist, before acceptance of documents.
- It is mandatory for investor to provide certain set of documents along with CT / NCT transaction. Distributor will ensure that correct Supporting Document/s are attached to the transactions before acceptance of documents.
- In case, the mandatory supporting document/s are not provided along with transaction or mandatory fields not filled-in by investor, the said transaction will be returned to investor or bearer of transaction to complete the deficiencies in the transaction and/or furnish the missing documents.
- If Distributor has erroneously not identified the deficiencies in transaction forms at acceptance level, the transaction will not be data-captured and the discrepancies will be sorted out with the help of investor.

4.3 Rejection of incomplete Registration / Transaction Forms

Process Objective

To avoid rejections and save time & efforts for rejecting incomplete transactions.

To accept only completely filled-in transaction with correct annexures as supporting document/s.

To intimate the deficiencies in the Forms to the investor who are intending to furnish the incomplete forms.

- Distributor shall verify the request as per Checklist and also scrutinize supporting document/s, furnished by investor.
- Distributor will acknowledge only complete Transaction/Registration Forms. And while returning this incomplete form, Distributor will intimate the investor or bearer of the transaction across counter about deficiencies in this incomplete forms and its supporting documents, if any.
- The Distributor will ensure to accept and data capture only complete form in MFU.
- The distributor will maintain POS acknowledged copy of run sheet with them till the transaction is completed in all respects and also maintain records of registrations/transactions rejected by POS to enable to attend queries, if any, from the investors in future.

Exceptions at Data Capture	Action to be taken
Investor claims – wrong rejection of his transaction / registration form at POS level	Distributor will verify the scanned image of such transaction and respond to the investor accordingly. If the same is erroneously rejected at POS, the same will be taken up with POS branch for correction

4.4 Scanning of Registration and CT/NCT Transactions

Process Objective

To maintain records of registration and CT / NCT transactions.

To support data capturing from scan image of registration and transaction.

- On receipt of Registration and Transaction forms from investor, they will be scanned separately.
- Multiple options have been provided for scanning the documents at different times and modes keeping in view the operational hassles that could be faced on a day-to-day basis. Scanning of transactions and registration forms can be done before or after data capture, either online (together with data capture) or offline (stand-alone), within the distributor office if scanner is available, else outsourced and copied in a device to be uploaded later. The various possibilities are explained below.
- Scanned images have to be uploaded into the MFU Server with a specific reference number as required by the system which is related to the form scanned.
- To scan online/offline, a twain enabled scanner with 200 DPI setting is required.

Parameter	Settings to be selected
Internet Explorer Version	9 and above
Image Format	TIFF format
Colour configuration	Black and white
Resolution	200 dpi

- While any TWAIN compatible scanners with ADF feature would work with MFU System, we recommend the following scanners:

Fujitsu	fi-5120C	fi-5125C	fi-6125	6130	6130z
Kodak	i1120	i2400	i2600	7800	
HP	8250	5590	7400C	7650	

Non TWAIN compatible scanners would not work with MFU System. HP scanner N7710 is a network scanner and is not supported. On the similar lines, MFU System does not work with Network Scanners.

Transaction Type	Online Scanning	
	In this process, Scanner is attached to user's Desktop. This type of scanning has 2 options for scanning as follows.	
	Scanning and then Data Capturing	Data Capturing and then Scanning
KYC Registration	<ol style="list-style-type: none"> 1. Click on 'Scan' in main menu and then 'Scan Registration' in sub-menu 2. Select the Form Type 'KYC Individual' or 'KYC Non-Individual' and Click on 'Scan' icon 3. Insert physical Form & supporting documents into Scanner and Select scanner device 4. Scanning will start and Scanned image will appear on screen 5. Verify accuracy of the scanned image 6. Click on 'Upload to Server' with image reference number (preferably PAN number) 7. System will prompt the User to proceed for data capture. 8. On clicking 'OK', user will get data capturing screen 9. Retrieve scanned image clicking on 'Expand' button, which appearing on the top is left of the screen. Now user can view scanned image on left side and data capturing part on right side of the screen. 	<ol style="list-style-type: none"> 1. Click on 'Registration' in main menu and select 'KYC Individual' or 'KYC Non-Individual' in sub-menu 2. Data capture KYC form 3. After data capture, System generates UKRN number. 4. Write UKRN number on top right of the physical registration form 5. To scan the Form, click on 'Scan' in main menu and select 'Scan Registration' in sub-menu. 6. Select Form Type as 'KYC Individual' or 'KYC Non-Individual' and click on 'Scan' icon. 7. Insert physical Form into Scanner & supporting documents and Select scanner device 8. Scanning will start and Scanned image will appear on screen 9. Verify accuracy of the scanned image 10. Click on 'Upload to Server' with image reference number (preferably PAN/UKRN number) 11. To attach the scan image to data captured registration, select 'KYC Tracker' in sub-menu and click on 'Attach' icon. 12. Scan image gets attached to the data captured KYC registration
CAN Registration	<ol style="list-style-type: none"> 1. Click on 'Scan' in main menu and then 'Scan Registration' in sub-menu 2. Select the Form Type 'CAN Individual' or 'CAN Non-Individual' and Click on 'Scan' icon 3. Insert physical Form & supporting documents into Scanner and Select scanner device 4. Scanning will start and Scanned image will appear on screen 5. Verify accuracy of the scanned image 6. Click on 'Upload to Server' with image reference number (preferably PAN number) 7. System detects marker and prompt to proceed for data capture. 8. On clicking 'OK', user will get data capturing screen 	<ol style="list-style-type: none"> 1. Click on 'Registration' in main menu and select 'CAN Individual' or 'CAN Non-Individual' in sub-menu 2. Data capture CAN form 3. After data capture, System generates UCRN number. 4. Write UCRN number at the appropriate place on physical registration form 5. To scan the Form, click on 'Scan' in main menu and select 'Scan Registration' in sub-menu. 6. Select Form Type as 'CAN Individual' or 'CAN Non-Individual' and click on 'Scan' icon. 7. Insert physical Form & supporting documents into Scanner and Select scanner device 8. Scanning will start and Scanned image will appear on screen 9. Verify accuracy of the scanned image 10. Click on 'Upload to Server' with image reference number (preferably

	<p>9. Retrieve image clicking on 'Expand' button, appearing on the top left of the screen and user can view scanned image on left side and data capturing part on right side of the screen.</p> <p>10. On image side, select 'Option' as 'edit'</p> <p>11. Click on 'crop sign' and refer instruction prompted by system (Press CTRL and drag the mouse to select the signature region) and then click on 'Upload Sign' icon.</p> <p>12. System confirm "Cropped Sign Uploaded Successfully" and then user can capture data by viewing scan image.</p>	<p>UCRN number)</p> <p>11. To attach the scan image to data captured registration, select 'CAN Tracker' in sub-menu and click on 'Attach' icon.</p> <p>12. Scan image gets attached to the data captured CAN registration</p>
CAN / Folio Transactions	<p>1. Click on 'Scan' in main menu and then 'Scan Transaction' in sub-menu</p> <p>2. Select the Form Type 'CAN-Purchase/ Redeem/ Switch / SIP / STP / SWP' and Click on 'Scan' icon</p> <p>3. Insert physical Form & supporting documents into Scanner and Select scanner device</p> <p>4. Scanning will start and Scanned image will appear on screen</p> <p>5. Verify accuracy of the scanned image</p> <p>6. Click on 'Upload to Server' with image reference number (preferably CAN/Folio number)</p> <p>7. System detects marker and identify coordinates.</p> <p>8. Click on 'Confirm' to confirm Mark Coordinates</p> <p>9. On clicking 'OK', system will confirm upload of scheme block coordinates and then user will get data capturing screen on right side</p> <p>10. Retrieve image clicking on 'Expand' button, appearing on the top left of the screen and user can view scanned image on left side and data capturing part on right side of the screen.</p>	<p>1. Click on "CAN Transaction" or "Folio Transaction" in main menu.</p> <p>2. Select 'Purchase/Redeem/Switch/SIP/STP/SWP' in sub-menu.</p> <p>3. Data capture as per transaction form.</p> <p>4. After data capture, System generates GORN number.</p> <p>5. Write GORN number on physical transaction form</p> <p>6. To scan the Form, click on 'Scan' in main menu and select 'Scan Transaction' in sub-menu.</p> <p>7. Select Form Type as 'CAN Purchase/ Redeem/Switch/SIP/STP/SWP' and click on 'Scan' icon.</p> <p>8. Insert physical Form & supporting documents, if any, into Scanner and Select scanner device</p> <p>9. Scanning will start and Scanned image will appear on screen</p> <p>10. Verify accuracy of the scanned image</p> <p>11. Click on 'Upload to Server' with image reference number (preferably CAN/Folio number)</p> <p>12. System detects marker and identify coordinates.</p> <p>13. Click on 'Confirm' to confirm Mark Coordinates</p> <p>14. On clicking 'OK', system will confirm upload of scheme block coordinates and click on 'Cancel'.</p> <p>15. To attach the scan image to data captured transaction, select Transaction book from main menu and 'Normal Order Book' (for Purchase/Redeem/Switch) or 'Systematic Order Book' (for SIP/STP/SWP) in sub-menu and click on 'Attach' icon</p>

		16. Scan image gets attached to the data captured transaction
NCT	Not applicable	<p>For NCTs:</p> <ol style="list-style-type: none"> 1. Click on "NC Transaction" in main menu and select 'POA/DP/Address/Bank Mandate/Contact details/Other details/Receive and Forward/FATCA/UBO' in sub-menu 2. Click on 'Add' button to data capture 3. Select 'Option/Event' and capture data as per NCT. 4. After data capture, System generate NCT Ref. number. 5. Write NCT reference on top right of physical request form. 6. On clicking 'OK', system provides summary of pending transaction 7. To scan the NCT, click on 'Scan' icon, system will show scanning screen 8. Insert physical NCT into Scanner and click on 'scan' icon. 9. Scanning will start and Scanned image will appear on screen 10. Verify accuracy of the scanned image 11. Upload this image to the server with NCT ref. number 12. Upon Image gets uploaded to Server, Click on Submit to MFU <p>For PayEezz Registration:</p> <ol style="list-style-type: none"> 1. Click on PayEezz Registration and input CAN number and tab. System will display CAN applicant name 2. Select Request type as per request. 3. Capture ARN details if any. 4. Capture Bank details 5. Capture PayEezz details. Select Perpetual Flag 'Yes' if End date is blank. 6. To scan the NCT, click on 'Scan' icon, system will show scanning screen 7. Click on 'Load from Disk' icon and select scan image of NCT. 8. Then upload the Image to Server. 9. Upon image gets uploaded to Server, click on Submit to POS.

Transaction Type	Offline Scanning	
	Scanning and then Data Capturing	Data Capturing and then Scanning
KYC Registration	<p>The scanner is NOT attached to user's PC. If office scanner is not working, User can complete scanning from outside, wherein scanned images are saved on an External Media in tiff format which subsequently to be saved on user's internal disk as follows. Please refer foot note of each screen for icon name convention.</p> <ol style="list-style-type: none"> 1. Click on 'Scan' in main menu and then 'Scan Registration' in sub-menu 2. Select the Form Type 'KYC Individual' or 'KYC Non-Individual' and Click on 'Load from Disk' icon 3. Select appropriate scan image to upload into the Server 4. Click on 'Upload to Server' with image reference number (preferably PAN number) 5. System will prompt the User to proceed for data capture. 6. On clicking 'OK', user will get data capturing screen 7. Retrieve scanned image clicking on 'Expand' button, which appearing on the top is left of the screen. Now user can view scanned image on left side and data capturing part on right side of the screen. 	<ol style="list-style-type: none"> 1. Click on 'Registration' in main menu and select 'KYC Individual' or 'KYC Non-Individual' in sub-menu 2. Data capture KYC form 3. After data capture, System generates UKRN number. 4. Write UKRN number on top right of the physical registration form 5. To upload the scan image, click on 'Scan' in main menu and select 'Scan Registration' in sub-menu. 6. Select Form Type as 'KYC Individual' or 'KYC Non-Individual'. 7. Click on 'Load from Disk' icon and select scan image of KYC form. 8. Click on 'Upload to Server' with image reference number (preferably PAN/UKRN number) 9. To attach the scan image to data captured registration, select 'KYC Tracker' in sub-menu and click on 'Attach' icon. 10. Scan image gets attached to the data captured KYC registration.
CAN Registration	<ol style="list-style-type: none"> 1. Click on 'Scan' in main menu and then 'Scan Registration' in sub-menu 2. Select the Form Type 'CAN Individual' or 'CAN Non-Individual' and Click on 'Load from Disk' icon 3. Select appropriate scan image to upload into the Server 4. Click on 'Upload to Server' with image reference number (preferably CAN number) 5. System detects marker and prompt to proceed for data capture. 6. On clicking 'OK', user will get data capturing screen 7. Retrieve image clicking on 'Expand' button, appearing on the top left of the screen and user can view scanned image on left side and data capturing part 	<ol style="list-style-type: none"> 1. Click on 'Registration' in main menu and select 'CAN Individual' or 'CAN Non-Individual' in sub-menu 2. Data capture CAN form 3. After data capture, System generates UCRN number. 4. Write UCRN number at the appropriate place on physical registration form 5. To upload the scan image, click on 'Scan' in main menu and select 'Scan Registration' in sub-menu. 6. Select Form Type as 'CAN Individual' or 'CAN Non-Individual'. 7. Click on 'Load from Disk' icon and select scan image of CAN form. 8. Click on 'Upload to Server' with image reference number (preferably UCRN number) 9. System detects marker and confirm coordinates. 10. Retrieve image clicking on 'Expand'

	<p>on right side of the screen.</p> <p>8. On image side, select 'Option' as 'edit'</p> <p>9. Click on 'crop sign' and refer instruction prompted by system (Press CTRL and drag the mouse to select the region) and then click on 'Upload Sign' icon.</p> <p>10. System confirm "Cropped Sign Uploaded Successfully" and then user can capture data by viewing scan image.</p>	<p>button, appearing on the top left of the screen and user can view scanned image on left side and data capturing part on right side of the screen.</p> <p>11. On image side, select 'Option' as 'edit'</p> <p>12. Click on 'crop sign' and refer instruction prompted by system (Press CTRL and drag the mouse to select the region) and then click on 'Upload Sign' icon.</p> <p>13. System confirm "Cropped Sign Uploaded Successfully".</p>
CAN / Folio Transactions	<p>1. Click on 'Scan Transaction' in main menu and then 'Scan Registration' in sub-menu</p> <p>2. Select the Form Type 'CAN-Purchase/ Redeem/ Switch / SIP / STP / SWP' and Click on 'Scan' icon</p> <p>3. Select appropriate scan image to upload into the Server</p> <p>4. Click on 'Upload to Server' with image reference number (preferably CAN number)</p> <p>5. System will detect the marker and confirm mark co-ordinates, while uploading the scan image. If the marker are not detected, user can manually mark the coordinates against each scheme block and confirm.</p> <p>6. Retrieve image clicking on 'Expand' button, appearing on the top left of the screen and user can view scanned image on left side and data capturing part on right side of the screen.</p>	<p>1. Click on "CAN Transaction" or "Folio Transaction" in main menu.</p> <p>2. Select 'Purchase/Redemption/Switch/SIP/STP/SWP' in sub-menu.</p> <p>3. Data capture transaction form</p> <p>4. After data capture, System provides GORN number.</p> <p>5. Write GORN number at the appropriate place on physical registration form</p> <p>6. To upload the scan image, click on 'Scan' in main menu and select 'Scan Registration' in sub-menu.</p> <p>7. Select Form Type as 'CAN Purchase/Redemption/Switch /SIP/STP/SWP'</p> <p>8. Click on 'Load from Disk' icon and select scan image of transaction form.</p> <p>9. Click on 'Upload to Server' with image reference number (preferably CAN no.)</p> <p>10. System detects marker and confirm coordinates.</p> <p>11. Click on 'Confirm' to confirm Mark Coordinates</p> <p>12. On clicking 'OK', system will confirm upload of scheme block coordinates and click on 'Cancel'.</p> <p>13. To attach the scan image to data captured transaction, select Transaction book from main menu and 'Normal Order Book' (for Purchase/Redeem/Switch) or 'Systematic Order Book' (for SIP/STP/SWP) in sub-menu and click on 'Attach' icon</p> <p>14. Scan image gets attached to the data captured transaction.</p>
NCT	Not applicable	<p>For NCTs:</p> <p>1. Click on "NCT" in main menu and select 'POA/DP/Address/Bank Mandate/Contact details/Other details/Receive and Forward/FATCA/UBO' in sub-menu</p> <p>2. Click on 'Add' button to data capture</p> <p>3. Data capture as per transaction form.</p>

		<p>4. After data capture, System generate NCT Ref. number.</p> <p>5. Write NCT Ref. number on physical registration form</p> <p>6. On clicking 'OK', system provides summary of the transaction</p> <p>7. To scan the NCT, click on 'Scan' icon, system will show scanning screen</p> <p>8. Click on 'Load from Disk' icon and select scan image of NCT.</p> <p>9. Upon image gets uploaded to Server, Click on Submit to MFU</p> <p>For PayEezz Registration:</p> <p>1. Click on PayEezz Registration and input CAN number and tab. System will display CAN applicant name</p> <p>2. Select Request type as per request.</p> <p>3. Capture ARN details if any.</p> <p>4. Capture Bank details</p> <p>5. Capture PayEezz details. Select Perpetual Flag 'Yes' if End date is blank.</p> <p>6. To scan the NCT, click on 'Scan' icon, system will show scanning screen</p> <p>7. Click on 'Load from Disk' icon and select scan image of NCT.</p> <p>8. Then upload the Image to Server.</p> <p>9. Upon image gets uploaded to Server, click on Submit to POS.</p>
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4.5 Attaching the scan image to the respective registration/CT transaction

Process Objective

To link the scan image with its data captured transaction.

- Upon online/offline scanning of the registration/transaction request, the Distributor has to upload the scan image to the Server. Viewing this image, Distributor can data-capture the registration/transaction request, if the same is not already captured.
- Upon data-capturing and scanning, Distributor will attach the scan image to the data captured registration/transaction form with following procedure.
 - a. Click on 'Registration' in main menu or 'KYC or CAN Tracker' in sub-menu to search data captured registration form
 - b. Click on 'Transaction books' in main menu and 'Normal Order Book' or 'Systematic Order Book' to search data captured normal or systematic transactions.
 - c. While uploading image into Server, Distributor provided image reference number. Using this image reference number, Distributor can attach the image to the respective data captured transaction/registration.
 - d. While uploading/attaching the scan image, system will detect the marker and confirm mark co-ordinates (in case of CAN registration/transactions).

Exceptions at data capture	Action to be taken
In case the marker are not detected	Distributor has to manually mark the coordinates against each scheme block and confirm to segregate transactions within one group order, since there may be multiple transactions within a group order across AMCs handled by different RTAs.

4.6 Processing of CAN Registration Request for Non-KYC compliant investor

Process Objective

To data-capture the KYC registration into MFU system, which is received from investor, along with CAN form and allot them CAN number.

- Distributor has to data-capture the KYC first and then CAN registration. Therefore Distributor shall ensure to accept KYC registration form along with CAN registration form.
- Distributor shall ensure to accept complete KYC & CAN Registration along with necessary supporting document/s e.g. Cheque copy, Pan copy, Address Proof and DP statement of Account / Client Master list (if mentioned DP details) and Notary attested POA copy (if CAN signed by POA holder).
- To capture data from registration forms, Distributor has to follow below mentioned processes.
 - a. Affix date stamp on the form and hand over acknowledged copy to the bearer of form.
 - b. Select 'Registration' in main menu and 'KYC Individual' or 'KYC Non-Individual' in sub-menu
 - c. Upon data capturing, Scan KYC and CAN forms and upload Scan images to the Server
 - d. Capture of KYC and then CAN Registration details.
 - e. PayEezz Registration details to be captured if the form is attached to CRF
 - f. Attaching scan image to data captured KYC and CAN forms
 - g. Crop investor's Signature from CAN form.
 - h. Approve KYC and then CAN registrations. During this process CAN number gets generated.
 - i. Write MFU generated UKRN number on KYC and UCRN number on CAN at the appropriate space provided on physical forms for future reference/retrieval purpose.
 - j. Submission of physical KYC & CAN forms along with its documents to the mapped POS Branch.

Exceptions at scrutiny	Action to be taken
In KYC, if investor has not filled-in mandatory fields (marked with *) such as pan number, date of birth, IPV etc.	KYC registration form will not be accepted
In CRF, if investor not filled-in mandatory details such as PAN number, holding type, investor category, at least 1 complete bank details, etc.	CRF will not be accepted
If CRF, DOB not provided for Minor	CRF will not be accepted
In CRF, in case of non-individuals, such as for HUF, HUF stamp/official seals are mandatory and not provided	CRF will not be accepted
Exceptions at data capture	Action to be taken
In KYC, it is found that the PAN number of investor/Guardian/HUF Karta/Non-Individual as Invalid	KYC registration will be rejected
In CRF, if investor not filled-in / filled-in incomplete optional details, such as nominee, DP Accounts, etc.	CRF will be processed without such details
In CRF, investor provided name and details of joint holder/s but signature/s of these joint holders not provided	CRF will be processed with single holding basis
In CRF, investor mentioned DP details but copy of client master list or DP's statement of account not attached	CRF will be processed without capturing the DP details.
In CRF, investor mentioned 5 bank details but proof of bank details / complete bank details NOT provided e.g. account number/bank account type/IFSC code, etc.	CRF will be processed without such bank details where proof not provided
If investor has furnished KYC medication form along with CRF	KYC Modification will not be processed in MFU system
If PayEezz Registration is accompanied with CRF	Post capturing of bank details mentioned in CRF, click on 'PayEezz view' button and update the details.

4.7 Processing of CAN Registration Request for KYC compliant investor

Process Objective

To data capture the CAN form into MFU system, which are received from KYC compliant investor and allot them CAN number.

- Distributor will accept a complete CAN request along with KYC certificate and necessary supporting document/s e.g. Cheque copy and DP statement of Account / Client Master list (if mentioned DP details) and Notary attested POA copy (if CAN signed by POA holder).
- While data capturing, KYC status of investor's PAN number will be displayed as per the KRA. If the status is invalid, MFU will reject the CAN registration and if the status of the PAN is other than invalid, MFU will allow the CAN registration and CAN number will be generated.
- While data capturing, Investor's Addresses (correspondence and permanent or overseas) and contact details, if any, will be auto populated from the KRA data in MFU. Then it allows to capture remaining CAN registration details.
- Processing of registration requests includes
 - Affix date stamp on the form and hand over acknowledged copy to the bearer of form.
 - Select 'Registration' in main menu and 'CAN Individual' or 'CAN Non-Individual' in sub-menu
 - Upon data capture, scan CAN form and upload the Scan images to the Server.
 - PayEezz Registration details to be captured if the form is attached to CRF
 - Attach scan image to data captured CAN form
 - Crop investor's Signature from CAN form.
 - Approve CAN registration. During this process CAN number gets generated.
 - Write MFU generated UKRN number on KYC and UCRN number on CAN at the appropriate space provided on physical forms for future reference/retrieval purpose.
 - Submission of physical KYC & CAN forms along with its documents to the mapped POS Branch.

Exceptions at scrutiny	Action to be taken
In CRF, investor provided name and details of joint holder/s but signature/s of these joint holders not provided.	CRF will not be accepted
In CRF, if investor not filled-in mandatory details such as PAN number, holding type, investor category, at least 1 complete bank details, etc.	CRF will not be accepted
If CRF, DOB not provided for Minor.	CRF will not be accepted
In CRF, in case of non-individuals, such as for HUF/Company, HUF stamp/official seals not provided	CRF will not be accepted
Exceptions at data capture	Action to be taken
If PAN number of investor/Guardian/HUF Karta/Non-Individual is Invalid	CAN registration will be rejected
If investor not filled-in optional details, such as nominee, DP Accounts, etc.	CRF will be processed without such details
Investor mentioned DP details but copy of client master list or DP's statement of account not attached.	CRF will be processed without capturing the DP details.
Investor mentioned 5 bank details but proof of bank details / complete bank details NOT provided e.g. account number/bank account type/IFSC code, etc.	CRF will be processed without such bank details where proof not provided.
If PayEezz Registration is accompanied with CRF	Post capturing of bank details mentioned in CRF, click on 'PayEezz view' button and update the details.

4.8 Processing of CT Transactions

Process Objective

Capturing commercial transaction details in MFU system based on scan image or physical transaction.

- There are following 6 types of CT transactions, which could be a CAN or Folio based Transactions.
 1. Purchase
 2. Redeem
 3. Switch
 4. SIP
 5. STP
 6. SWP
- Before accepting CT transaction, Distributor to ensure
 - For CAN & Folio based transactions
 - Proper scrutiny of CT transactions / following points and its supporting documents
 - ✓ Payment instrument for Purchase and SIP
 - ✓ All fields properly filled in including ARN/EIUN number if any
 - b. For CAN based
 - Can number and all mandatory fields
 - c. For Folio based
 - Folio number, scheme name and all mandatory fields
 - Transaction form does not include multiple AMCs request.
- Processing of CT transactions broadly covers processes such as scanning, data capturing, deposit slip generation, depositing of cheques into mapped collection banks, uploading of scan images including scan image of deposit slip acknowledgement, dispatch of physical transaction forms and deposit slip acknowledgement form to the mapped POS branch along with run sheet.
- In folio based transactions, after scanning and data capturing, the process of depositing cheques and dispatch of transaction to the mapped POS branch is same as explained above.

Exceptions at scrutiny	Action to be taken
If investor NOT mentioned correct scheme/plan/option or units/amount or guardian details in case of minor's form or HUF seal on purchase form or payment instrument details in case of Purchase/SIP	The transaction will not be accepted
If the transaction not signed	The transaction will not be accepted
The Supporting documents including ASL not provided by non-individual investor with their official seal.	The transaction will not be accepted
Exceptions at data capture	Action to be taken
If CAN not provided or provided incorrect CAN in CT transaction	The transaction will be processed based on folio number, if mentioned, or else the transaction will be rejected.
If investor not mentioned folio and CAN number or mentioned incorrect CAN number	The transaction will be rejected

4.8.1 CT – Purchase

Process Objective

Capturing Purchase transaction details in MFU system based on scan image or based on physical transaction.

- Distributor should scrutinize Purchase transactions and its supporting documents (Cheque copy) before accepting CT transaction to avoid subsequent rejections. Thus Distributor will ensure to data capture only complete CT transaction. In case of Folio based transactions, Distributor to ensure that the form does not include multiple AMC's request.
- Distributor will follow below mentioned processes
 - a. Scan and upload the transaction scan image to the Server
 - b. System detect marker and on clicking 'Confirm' it confirms mark Co-ordinates. If system do not confirm mark coordinates, Distributor has to mark the Co-ordinates manually and then confirm.
 - c. System proceeds to Data capture, Capture data of purchase transaction as per physical application/scan image. Capture PRN (Payees Reference Number) instead of cheque number, if provided in CTF.
 - d. Click on 'Submit to POS' in MFU before dispatch of physical transaction to mapped POS branch. Then approval of the Transaction will take place at this POS branch
 - e. Generation and printing of deposit slip if accompanied with a cheque.
 - f. Deposit cheques into the mapped collection bank branch along with MFU generated deposit slip only.
 - g. Uploading scan image of deposit slip acknowledgement into MFU system.
 - h. Submission of data-captured physical transaction and deposit slip acknowledgement to the mapped POS branch along with run sheet.
- In folio based Purchase transactions, after scanning and data capturing, the process of depositing cheques and submission of physical transactions to the mapped POS branch is same as explained above.

Exceptions at scrutiny	Action to be taken
In case of incomplete transaction	It will not be accepted
If investor do not have CAN number and also not provided folio number and/or KYC form along with purchase transaction	It will not be accepted
If investor not provided correct scheme/plan/ option or units/amount or guardian details for minor application or HUF seal on purchase form	It will not be accepted
If the transaction not signed	It will not be accepted
If purchase transaction submitted without Cheque and payment instrument details provided in the transaction form	It will not be accepted
Exceptions at data capture	Action to be taken
If DP details not provided	Purchase request will be processed without DP details
If Third Party payment instrument accepted	The purchase request will be rejected, if the payment not made by parents for a minor or SIP payment by employer to employees or custodian for FII client.

4.8.2 CT - Systematic Investment Plan (SIP)

Process Objective

Capturing SIP registration details in MFU system based on scan image or based on physical transaction.

- Distributor should scrutinize SIP Registration and PayEezz mandate and its supporting documents (Cheque copy) before accepting CT transaction to avoid subsequent rejections. Thus Distributor will ensure to data capture only complete transaction. In case of Folio based SIP transactions, ensure that the form does not include multiple AMCs' requests.
- Distributor will follow below mentioned processes
 - a. Scan and Upload the transaction scan image to the Server
 - b. System detect marker and on clicking 'Confirm' it confirms mark Co-ordinates. If system do not confirm mark coordinates, Distributor has to mark the Co-ordinates manually and then confirm.
 - c. System proceeds to Data capture, Capturing data of SIP transaction as per physical application/scan image, including subsequent SIP payment details. Capture PRN (Payees Reference Number) instead of cheque number, if provided in CTF.
 - d. Click on 'Submit to POS' in MFU before dispatch of physical transaction to mapped POS branch. Then approval of the Transaction will take place at this POS branch
 - e. Generation and printing of deposit slip, if accompanied with a cheque.
 - f. Deposit cheques into the mapped collection bank branch along with MFU generated deposit slip only.
 - g. Uploading scan image of deposit slip acknowledgement into MFU system.
 - h. Submission of data-captured physical transaction and deposit slip acknowledgement to the mapped POS branch along with run sheet
- In folio based SIP transactions, after scanning and data capturing, the process of depositing cheques and submission of physical transaction to the mapped POS branch is same as explained above.

Exceptions at scrutiny	Action to be taken
In case of incomplete SIP transaction	It will not be accepted
If investor do not have CAN number and also not provided folio number & KYC form along with SIP	It will not be accepted
If investor not provided correct scheme/plan/option or units/amount or instalment	It will not be accepted
If the transaction not signed	It will not be accepted
Exceptions at data capture	Action to be taken
If SIP mandate submitted without cheque	It will be processed without cheque
If subsequent SIP payment details not furnished or furnished incompletely	It will be processed for additional purchase
If DP details not provided	It will be processed without DP details
If Third Party payment instrument accepted	SIP request will be rejected, if the payment not made by parents for a minor or SIP payment by employer to employees or custodian for FII client.

4.8.3 CT – Redemption

Process Objective

Capturing Redemption details in MFU system based on scan image or based on physical transaction.

- Distributor should scrutinize Redemption transactions and it's supporting documents before accepting CT transaction to avoid subsequent rejections. Thus Distributor will ensure to data capture only complete CT transaction. In case of Folio based SIP transactions, ensure that the form does not include multiple AMCs' requests.
- Distributor will follow below mentioned processes
 - a. Scan and upload the transaction scan image to the Server
 - b. System detect marker and on clicking 'Confirm' it confirms mark Co-ordinates. If system do not confirm mark coordinates, Distributor has to mark the Co-ordinates manually and then confirm.
 - c. System proceeds to Data capture, Capturing data of redemption transaction as per physical application/scan image.
 - d. Click on 'Submit to POS' in MFU before dispatch of physical transaction to mapped POS branch. Then approval of the Transaction will take place at this POS branch
 - e. Submission of data-captured physical transaction and deposit slip acknowledgement to the mapped POS branch along with run sheet.
- In folio based Redemption transactions, after scanning and data capturing, the process is the same as explained above.

Exceptions at scrutiny	Action to be taken
In case of incomplete Redemption transaction	It will not be accepted
If investor do not have CAN number and also not provided folio number	It will not be accepted
If an investor is having multiple schemes in a folio and has not mentioned the scheme, in which he intends to redeem.	It will not be accepted
If investor not provided correct scheme/plan/ option or units/amount	It will not be accepted
If the transaction not signed	It will not be accepted
Exceptions at data capture	Action to be taken
If unit holdings in dematerialised form	It will be rejected and investor will be redirected to his DP
In case of joint holding, if all investors not signed	It will be rejected

4.8.4 CT – Switchover

Process Objective

Capturing Switchover details in MFU system based on scan image or based on physical transaction.

- Distributor should scrutinize Switchover transactions and it's supporting documents if any before accepting CT transaction to avoid subsequent rejections. Thus Distributor will ensure to accept and data capture only complete CT transaction. In case of Folio based SIP transactions, ensure that the form does not include multiple AMCs' requests.
- Distributor will follow below mentioned processes
 - a. Scan and upload the transaction scan image to the Server
 - b. System detect marker and on clicking 'Confirm' it confirms mark Co-ordinates. If system do not confirm mark coordinates, Distributor has to mark the Co-ordinates manually and then confirm.
 - c. System proceeds to Data capture, Capturing data of switchover transaction as per physical application/scan image.
 - d. Click on 'Submit to POS' in MFU before dispatch of physical transaction to mapped POS branch. Then approval of the Transaction will take place at this POS branch
 - e. Submission of data-captured physical transaction and deposit slip acknowledgement to the mapped POS branch along with run sheet
- In folio based Switchover transactions, after scanning and data capturing, the process is the same as explained above.

Exceptions at scrutiny	Action to be taken
In case of incomplete Switchover transaction	It will not be accepted
If investor do not have CAN number and also not provided folio number	It will not be accepted
If investor not provided in and out scheme/plan/ option or units/amount	It will not be accepted
If the transaction not signed	It will not be accepted
Exceptions at data capture	Action to be taken
If DP details not provided or provided incorrectly	It will be processed without DP details
In case of joint holding, if all investors not signed	It will be rejected

4.8.5 CT - Systematic Transfer Plan (STP)

Process Objective

Capturing STP registration details in MFU system based on scan image or based on physical transaction.

- Distributor should scrutinize STP registrations and it's supporting documents if any before accepting CT transaction to avoid subsequent rejections. Thus Distributor will ensure to data capture only complete CT transaction. In case of Folio based SIP transactions, ensure that the form does not include multiple AMCs' requests.
- Distributor will follow below mentioned processes
 - a. Scan and upload the transaction scan image to the Server
 - b. System detect marker and on clicking 'Confirm' it confirms mark Co-ordinates. If system do not confirm mark coordinates, Distributor has to mark the Co-ordinates manually and then confirm.
 - c. System proceeds to Data capture, Capturing data of STP transaction as per physical application/scan image.
 - d. Click on 'Submit to POS' in MFU before dispatch of physical transaction to mapped POS branch. Then approval of the Transaction will take place at this POS branch
 - e. Submission of data-captured physical transaction and deposit slip acknowledgement to the mapped POS branch along with run sheet
- In folio based STP registrations, after scanning and data capturing, the process is the same as explained above.

Exceptions at scrutiny	Action to be taken
In case of incomplete STP transaction	It will not be accepted
If investor do not have CAN number and also not provided folio number	It will not be accepted
If investor not provided in and out scheme/plan/ option or units/amount	It will not be accepted
If the transaction not signed	It will not be accepted
Exceptions at data capture	Action to be taken
If DP details not provided or provided incorrectly	It will be processed without DP details
In case of joint holding, if all investors not signed	It will be rejected
If the source scheme permits STP-out facility but the target scheme do not permits STP-in facility and vice versa.	It will be rejected
If unit holdings in dematerialised form	It will be rejected

4.8.6 CT - Systematic Withdrawal Option (SWP)

Process Objective

Capturing SWP details in MFU system based on scan image or based on physical transaction.

- Distributor should scrutinize SWP registrations and it's supporting documents if any before accepting CT transaction to avoid subsequent rejections. Thus Distributor will ensure to data capture only complete CT transaction. In case of Folio based SIP transactions, ensure that the form does not include multiple AMCs' requests.
- Distributor will follow below mentioned processes
 - a. Scan and upload the transaction scan image to the Server
 - b. System detect marker and on clicking 'Confirm' it confirms mark Co-ordinates. If system do not confirm mark coordinates, Distributor has to mark the Co-ordinates manually and then confirm.
 - c. System proceeds to Data capture, Capturing data of SWP transaction as per physical application/scan image.
 - d. Click on 'Submit to POS' in MFU before dispatch of physical transaction to mapped POS branch. Then approval of the Transaction will take place at this POS branch
 - e. Submission of data-captured physical transaction and deposit slip acknowledgement to the mapped POS branch along with run sheet
- In folio based SWP registrations, after scanning and data capturing, the process is the same as explained above.

Exceptions at scrutiny	Action to be taken
In case of incomplete SWP transaction	It will not be accepted
If investor do not have CAN number and also not provided folio number	It will not be accepted
If investor not provided scheme/plan/option or units/amount	It will not be accepted
If the transaction not signed	It will not be accepted
Exceptions at data capture	Action to be taken
If unit holdings in dematerialised form	It will be rejected
In case of joint holding, if all investors not signed	It will be rejected

4.9 Generation and Writing GORN on physical transaction form

Process Objective

Mentioning of GORN number (generated by MFU system) on physical transaction form after completion of the data capturing for future reference and retrieval.

- On completion of Data capturing of CT transactions, the System will generate GORN number.
- The GORN generated upon processing the transaction should be written on the transaction request form in the appropriate space provided for future reference/retrieval purposes.
- These numbers will be recorded for all further transaction related MIS, for generating Deposit Slip, Transaction Reports and Storage vendor MIS to identify the transaction for future reference.
- Upon processing, physical CT transactions will be dispatched to the mapped POS branch with the run sheet.

Exceptions at data capture	Action to be taken
If GORN number not mentioned in form after processing	Distributor has to copy/write GORN on the form at the appropriate space from attached run sheet before sending the documents to the mapped POS branch.

4.10 Deposit Slip Generation / printing for inflow (Purchase/ SIP) transaction

Process Objective

Deposit the payment instruments in the mapped collection bank branch.

- The Distributor mapped Collection Banks will accept payment instruments (should be in favour of 'MFU Escrow Account') only along with MFU system generated deposit slip.
- Distributor can capture transaction details and generate deposit slip, prior to scanning and approval of this transaction to avoid delay in deposit of payment instrument to the bank, where the transaction along with a physical cheque received before cut-off timing.
- Upon processing of Purchase and SIP transactions, Distributor can generate automated (system defined) transfer and CMS deposit slips as per investor bank, on which payment instruments are drawn.
- Distributor can allocate one of the collection bank for deposition of cheques as per his convenience (if required), may be transfer or CMS.

Exceptions at data capture	Action to be taken
If cheque sent to collection bank for depositing without attaching MFU generated deposit slip	The collection bank will not accept manual deposit slip, therefore Distributor has to print and send MFU generated deposit slip along with the cheque.

4.11 Banking of payment instrument into collection bank along with deposit slip

Process Objective

Clearance of payment instrument and transferring the amount into AMC account via MFU collection bank, which further enables AMC/RTA to allot units based on NAV.

- Upon generation/printing of MFU deposit slips, the cheques are deposited into the mapped collection bank for Transfer/CMS clearing.
- The Banker provides acknowledgement on the physical copy of MFU deposit slip.
- Based on deposit slip types, the banker process the deposited cheques either for transfer or for CMS clearing facility.
- Transfer clearing facilitates instant debit to investor's bank account for investment amount and thus credit to 'MFU Escrow Account'.
- CMS Clearing facilitate clearance of payment instruments as per CMS TAT and upon investor's bank account gets debited, the amount is transferred to 'MFU Escrow Account'.
- RTA will be intimated of credit / bounces (returns) as soon as the information flows to MFU. Based on credits, units get allotted to investor account based on the NAV. And in case of bounces, RTA reject the transaction and intimates the investor.

Exceptions at data capture	Action to be taken
Late clearing/Returns	As and when the funds are cleared, it will be transferred to respective AMC account and in case of returns, AMC and RTA will be informed.

4.12 Scanning of Deposit Slip Acknowledgement and uploading to server

Process Objective

Maintenance of soft records of cheques and deposit slips, which are deposited into Collection Banks.

- The Banker puts their official seal on the physical deposit slip copy and provide acknowledgement after accepting cheque/s for Transfer or CMS clearing and mentions time in case of Transfer cheque/s, if submission happens near to Cut-off timing as they accept the same on best effort basis.
- The acknowledgement having information such as name of collection bank, payment instrument details, deposit slip number, date of deposition and time of deposition (in case of transfer cheque/s).
- This information facilitate to respond future queries for clearance of cheque/s, if there is delay in clearance or non-clearance or any objection in case of any particular cheque, which collectively effect allotment of NAV for the respective purchase/SIP transaction.
- This information also facilitate reconciliation of cheque/amount deposited into a bank v/s total of credit received and cheque returned amount.

4.13 Processing of CAN NCT Transactions

Process Objective

Updation of NCT request details in investors records maintained at CAN level.

- CAN NCT transactions are as follows:
 - Address - Change of Address
 - Bank Mandate - Addition/Deletion and Updation of Default Bank Details
 - POA - Registration/Revocation of Power of Attorney
 - DP - Addition/deletion of DP details
 - Contact Details - Updation of Mobile/Landline numbers/Email ID
 - Other Details - Income details and PEP status
 - Receive and Forward – CAN or Folio based NCTs
 - FATCA – Individual and Non-Individual FATCA
 - UBO – Only Non-Individual investors
 - PayEezz Registration
- Distributor should verify CAN NCT transactions properly, whether they are filled-in completely and attached its supporting document/s properly before accepting to avoid subsequent rejections.
- Upon accepting complete CAN NCT transaction, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of the NCT transactions.
 2. Scanning (online/offline) of NCT transactions.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- In CAN NCTs (except Change of Address), the transaction details are updated at CAN level and forwarded to RTAs as an unsolicited feed for updation.

Exceptions at data capture	Action to be taken
If incomplete NCT accepted and not noticed at scrutiny level	The NCT will be rejected while approval and MFU will send rejection intimation to investor/s mentioning the reason for rejection.

4.13.1 Address - Change of Address

Process Objective

Updation of Change of Address Request details in investors records maintained at CAN/PAN level.

- Distributor will accept the CAN Change of Address transaction, in the format specified by KRA and provide acknowledgement to the investor or the bearer of this transactions after ensuring its completeness i.e. whether Change of Address details is properly filled-in and necessary supporting document/s are attached or not.
- Distributor to accept such requests from those investors, who have initially registered KYC with MFU. Thus Distributor will redirect/advise the Investors to approach the respective KRA POS for COA updation, if the KYC Registration is done through other than those tied up with MFU.
- Upon accepting complete CAN Change of Address transaction, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of the COA transactions.
 2. Scanning (online/offline) of COA transactions.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- This updation will happen on the basis of PAN number of primary holder, which is already KYC compliant. Therefore the same will be updated at PAN level and the details of transaction and scan images (may be KYC modification form and supporting documents) will be forwarded to the respective KRA for updation. The transaction details will be updated at CAN level upon confirmation from respective KRA.
- Incomplete request will be returned to the investor for completing discrepancies.

Exceptions at scrutiny	Action to be taken
If supporting document such as electric bill, bank statement is older than 3 months	It will not be accepted
If new address proof is in favour of spouse	The COA will be processed

4.13.2 Bank Mandate - Addition/Deletion and Updation of Default Bank Details

Process Objective

Updation of Change of Bank details Request in investors records maintained at CAN level.

- Distributor will accept CAN Change of Bank transaction after ensuring its completeness i.e. whether Change of Bank details is properly filled-in and necessary supporting document/s are attached or not.
- Upon accepting complete CAN Change of Bank transaction, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of the Change of Bank transactions.
 2. Scanning (online/offline) of Change of Bank transactions.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- The Investor can request for addition new bank details or deletion/change of existing bank details. The transaction details will be updated at CAN level and then will be forwarded along with scan images to RTAs as an unsolicited feed for updation.
- Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be dispatch.

Exceptions at scrutiny	Action to be taken
If supporting document such as bank statement is older than 3 months	It will not be accepted
If investor's name not appearing on proofs such as cancelled cheque	It will not be accepted
Exceptions at data capture	Action to be taken
If investor provided new bank details as default bank details	The default bank status will be changed to new bank details

4.13.3 POA - Registration/Revocation of Power of Attorney

Process Objective

Updation of POA registration or revocation details in investors records maintained at CAN level.

- Distributor will accept CAN POA transaction after ensuring its completeness i.e. whether POA details is properly filled-in and necessary supporting document/s are attached or not.
- Upon acknowledging complete CAN POA transaction, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of the POA details.
 2. Scanning (online/offline) of POA transactions.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- The Investor can request for registration of new POA or revocation of existing POA details. The transaction details will be updated at CAN level and then will be forwarded along with scan images to RTAs as an unsolicited feed for updation.
- Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exceptions at scrutiny	Action to be taken
If Power of Attorney's signature not appearing on notarised copy of POA	It will not be accepted
Exceptions at data capture	Action to be taken
If POA is not KYC compliant	It will be rejected
If POA Revocation letter not signed by all investors	The POA will not be revoked.

4.13.4 DP - Addition/deletion of DP details

Process Objective

Updation of DP details in investors records maintained at CAN level.

- Distributor will accept the CAN DP transaction after ensuring its completeness i.e. whether the NCT is properly filled-in and necessary supporting document/s are attached or not.
- Upon acknowledging complete CAN DP transaction, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of the DP details.
 2. Scanning (online/offline) of DP transactions.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- It is allowed to maintained only one Beneficiary Account for each depository under a CAN.
- Investor can request for registration of new DP details or deletion of existing DP details. The transaction details will be updated at CAN level and then will be forwarded along with scan images to RTAs as an unsolicited feed for updation.
- Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exception at data capture	Action to be taken
If investor provided 2 DP account details within the same Depository.	The DP details will be registered only for one DP account, since MFU has provision to register only 1 DP account per depository.
If investor provide new DP account details of same/existing depository in CAN	It will be rejected

4.13.5 Contact Details – Updation of Mobile/Landline numbers/Email ID

Process Objective

Updation of Contact Details such as Mobile/Landline numbers/Email ID in investors records maintained at CAN level.

- Distributor will accept the Contact Details (Mobile/Landline numbers/Email ID) updation request.
- Upon acknowledging this request, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of contact details.
 2. Scanning (online/offline) of this transaction.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- The transaction details will be updated at CAN level and then will be forwarded along with scan images to RTAs as an unsolicited feed for updation.
- Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exception at data capture	Action to be taken
If investor provided 9 digit mobile number and not noticed across counter.	It will be rejected before processing.

4.13.6 Other Details - Income details and PEP status

Process Objective

Updation of Other details (Income and PEP status details) in investor's records maintained at PAN level.

- Distributor will accept such request after ensuring its completeness i.e. whether income details completely provided and mentioned PEP status on not.
- Upon acknowledging complete transaction, the transaction details will be captured in MFU as per below mentioned procedure.
 1. Capturing of income and PEP status details.
 2. Scanning (online/offline) of this transaction.
 3. Scan image uploading into Server.
 4. Submit the transaction to MFU.
 5. Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- The transaction details will be updated at CAN level and then will be forwarded along with scan images to RTAs as an unsolicited feed for updation.
- Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exception at data capture	Action to be taken
If investor provided incorrect PAN number and not noticed across counter	It will be rejected before processing

4.13.7 Receive and Forward – CAN or Folio based NCTs

Process Objective

Receiving and capturing of CAN or Folio based NCTs (other than CAN level NCTs) for forwarding to the respective RTAs for updation at the folios as per the transaction request.

- Distributor will accept CAN or Folio based NCTs (other than CAN level NCTs) and will capture minimum details for forwarding to the respective RTAs for updation at their folios.
- Upon acknowledging complete transaction, the transaction will be captured in MFU as per below mentioned procedure.
 - Capturing of only CAN or folio details.
 - Scanning (online/offline) of this transaction.
 - Scan image uploading into Server.
 - Submit the transaction to MFU.
 - Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- 5 The transaction details along with scan images will be forwarded to RTAs for updation.
- 6 Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exception at data capture	Action to be taken
If investor not provided documentary proofs required for the given NCT and the same is noticed while processing.	The same will be processed and forwarded to RTA for processing or rejection.

4.13.8 FATCA, CRS and Additional KYC and UBO

Process Objective

Updation of FATCA, CRS and Additional KYC details and UBO in investor's records maintained at PAN/CAN level.

- Distributor will accept the FATCA, CRS and Additional KYC and UBO (from non-individual investor) form after ensuring its completeness i.e. whether it is properly filled-in and provided supporting documents, if any.
- Upon acknowledging this form, the details will be captured in MFU as per below mentioned procedure.
 - Capturing of details as per Form in Other details, FATCA and UBO modules separately
 - Scanning (online/offline) of this transaction.
 - Scan image uploading into Server.
 - Submission of data-captured physical form to the mapped POS branch along with run sheen.
- This form details will be updated at CAN level and then will be forwarded to RTAs for updation.
- Incomplete form will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exception at data capture	Action to be taken
If investor provided incomplete details and the same are not noticed while acceptance.	It will be rejected before processing.

4.13.9 Registration / Cancellation of PayEezz Mandate

Process Objective

Registration of PayEezz mandate is done to make payment for future subscription transactions such as Purchase, Additional Purchase or SIP transaction. This is a One Time Mandate through which the investor provides a standing instruction to his banker authorizing MF Utility to debit his account for any future subscription transactions (Lump sum or SIP).

- Distributor will accept the PayEezz mandate after ensuring its completeness i.e. whether it is properly filled-in and provided cancelled cheque copy for the bank details mentioned in it.
- Upon acknowledging such mandate, the details will be captured in MFU as per below mentioned procedure.
 - Capturing of bank and PayEezz details.
 - Scanning (online/offline) of this transaction.
 - Scan image uploading into Server.
 - Submit the transaction to MFU.
 - Submission of data-captured physical transaction to the mapped POS branch along with run sheet
- The transaction details will be updated at CAN level and then will be forwarded to RTAs and Payment Aggregator for updation/Registration.
- Incomplete request will be rejected and intimated to the investor, either across counter and returned to him/her or rejection letter will be sent to his intimation.

Exception at data capture	Action to be taken
If investor provided incomplete details and the same are not noticed while acceptance.	It will be rejected before processing.

4.14 Oral or Written Queries and Complaints received from investor

Process Objective

To attend and resolve investor's queries/complaints, in respect of MFU registrations and transactions, received from investors.

Queries/Complaint received across counter:

- Distributor will receive and understand investor's oral queries/complaints regarding MFU registrations / transactions across counter from the walk-in-investors/distributors.
- Distributor will find status of these queries/complaints and inform to the investor, if the same is available on MFU.
- If the status is not available or pending for unknown reason, Distributor will capture this oral complaint in Complaint/Feedback module on behalf of the investor and mark the same to respective entity and inform the investor that the response will be made available as soon as possible.
- If investor furnish letter for his query or complaint, Distributor will accept the same.
- The written complaints details will be captured into CRM or NCT module and forwarded to the concerned entity for resolution.
- The concerned entity will send an interim acknowledgement response by email/SMS/Letter to the complainant, if the complaint is unable to resolve in near future.
- On resolution of complaint, the concerned entity will update status in MFU system and to send intimation to the investor accordingly.
- Till resolution of complaint, the Distributor will follow up with concerned entity through MFU.

Exceptions	Action to be taken
If complaint not resolved / responded	Distributor will take up the issue with mapped POS/MFU for actions to be carried out on pending complaints and will follow up with concerned entities till complete resolution happens.

4.15 Complaint Resolution - Follow-up with concerned entity/branch

Process Objective

To ensure resolution of complaints, which are received from various sources/entities

- The Concerned Entity / Distributor will ensure to resolve and respond the complainant at the earliest
- Distributor will regularly check status of the complaints in MFU, which are registered by them in Complaint/Feedback module
- If the complaint is resolved and updated in complaint/Feedback module, Distributor will send response to the investor by email/phone/letter accordingly.
- If the complaint is not resolved and status is also not updated in complaint/feedback module, Distributor to follow-up with the concerned entity/branch for getting response and also will follow-up till it resolved completely.
- The concerned entity / Distributor will send an interim acknowledgement response by email/SMS/Letter to the complainant, if the complaint is unable to resolve in near future.
- If complaint is not resolved, POS HO to intervene and follow-up with their POS branch/concerned entity for resolution.
- On resolution of complaint, the concerned entity will update status in MFU system and to send intimation to the investor accordingly.
- MFU will supervise the actions carried out on pending complaints and will follow up with concerned POS HO till resolution happens.

4.16 Complaint Redressal System

- The complainant could be from a Distributor / Investor / POS / RTA / AMC / MFU
- The Complaint could be of sales and after sale service nature
- The complaint may be received by physical letter or online (on website/portal) or oral across counter.
- MFU to monitor the complaints/feedback updated in Complaint Module & follow-up for their resolution as soon as possible.

Sales Complaints

Nature: Investor not applied for units due to incorrect information by Call Center / Counter, Payment instrument wrongly returned/bounced by the bank, non-processing of KYC or CAN, Incomplete updation at CAN etc.

Respondent: AMC CRM Team / RTA / MFU

After Sales Service Complaints:

Nature: Transaction not processed, SOA not received, request not updated at RTA, etc.

Respondent: POS / RTA / MFU

Physical Complaint Letter:

The action on such letter will be as follows.

- Complaint will be captured into Complaint/Feedback module
- Mention complaint number and send physical complaint letter to the mapped POS branch.
- The complaint is marked to the concerned entity for resolution
- The complainant will get update of his complaint by email/SMS after every update from the concerned entities
- On resolution, the POS/RTA/MFU will send response by letter to the investor.

Complaint by email/website:

- The Complainant can register and assign complaint against the concerned entity.
- The concerned entity will respond or MFU to follow-up with concerned entity.
- The complainant can find status of his complaint by viewing MFU or will get email/SMS after every update from the concerned entities.
- On resolution, the complainant will get response by email/SMS.

Oral complaints:

These complaints will be attended across counter by Distributor or complainant will be called and provided solution over phone.

4.17 Record Maintenance - Printing of Run sheet and submission of data-captured registrations / transactions to the mapped POS Branch

Process Objective

Submission of data-captured registration/transaction forms to respective POS branch within the defined timelines.

- Distributor will print a run sheet for the data-captured transaction and registration forms
- The Run sheet will consist list of the data-captured transaction and registration forms to be submitted.
- Distributor will affix seal "Electronically Time-stamped" on all these transactions, before submission to mapped POS Branch.
- Alternatively the distributor can also submit the Registrations and transactions without scanning and data capturing to POS branch for time stamping. For such transactions, POS branch will provide Time-stamped acknowledgment to the Distributor.
- While printing run sheet, the Distributor will capture the dispatch details and create batch for data-captured Registration forms and CT / NCT transactions in MFU to enable to submit these documents to the mapped POS branch.
- On receipt of data-captured Registration forms and CT / NCT transactions along with the batch/run sheet, the mapped POS branch will acknowledge the receipt of physical documents in MFU system.

Exceptions at Data Capture	Action to be taken
For any loss of documents at Distributor/AMC/POS Branch/POS HO/MFU Storage Vendor,	The respective entity will be held responsible. Any loss, if any, incurred by the investor, due to loss of documents, will be bourn from the concerned entity.
Any incomplete transaction/registration is rejected and re-dispatched to the investor and if the same is returned undelivered to the mapped POS branch.	The Distributor will arrange to collect the same on behalf of investor (with his consent) and deliver the same to the investor.

5 Checklist & Supporting documents to be annexed

5.1 KYC Registration Form (KRF)

Check Points for KYC Registration Form

If mandatory details not filled-in or not signed with official seal (in case of non-individuals) or not done IPV the KRF gets rejected.

1. The Form has to be completely filled-in e.g. Name and Father's Name of Investor, Gender, Marital Status, DOB, Nationality and Status (for Individual)
2. PAN details of Investor (Self-Attested PAN copy as a Proof of Identity (POI) must be attached
3. PAN exempt case, other ID proof has to be attached. Example Aadhar / Voter card, Passport, Driving License, etc.
4. Complete correspondence & Permanent Address with pincode (Self-Attested Address proof is must)
5. Non-Individuals should affix their official stamp seal with their signature/s on KYC form
6. On ensuring completeness of the KYC form, the intermediary shall verify the POI and POA documents with the original and fix their Organization seal/stamp with the Official Name/Designation/Signature and certify the same with current date. Then the intermediary shall carry out the In-Person-Verification (IPV) and fix their Organization seal/stamp with the Official Name/Designation/Signature and date certifying the same.
7. List of People authorized to attest the annexures.
 - a. Notary Public, Gazette Officer, Manager of a Scheduled Commercial/ Co-operative Bank or Multinational Foreign Banks (Name, Designation & Seal should be affixed on the copy).
 - b. For NRIs, authorized officials of overseas branches of Scheduled Commercial Banks registered in India, Notary Public, Court Magistrate, Judge, and Indian Embassy/Consulate General in the country where the client resides are permitted to attest the documents.

5.1.1 Annexures required – for Individuals:

For Proof of Identity (POI):

- PAN card, Unique Identification Number (UID) (Aadhar) / Passport/ Voter ID card/Driving license.
- Identity card/document with applicant's Photo, issued by Central/State Government and Statutory/Regulatory Authorities, PSUs, Banks, Colleges affiliated to Universities, Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council, etc., to their Members, Credit cards/Debit cards with photographs issued by Banks.
- For Proprietor – sole proprietor must make the application in his individual name and capacity. The requirements remain the same as in case of Individual.
- For Non-Resident Indian: Submission of passport copy with relevant details is mandatory. Also in case of NRI, overseas address is mandatory.
- For Merchant Navy NRIs: Mariner's declaration or Certified copy of CDC (Continuous Discharge Certificate) is to be obtained.

For Proof of Address:

- Passport/Voters Identity Card/Ration Card/Registered Lease or Sale Agreement of Residence/Driving License/Flat Maintenance bill/Insurance Copy.
- Utility bills like Telephone Bill (only land line), Electricity bill or Gas bill and Bank Account Statement/Passbook – Not more than 3 months old.
- Self-declaration by High Court and Supreme Court judges, giving the new address in respect of their own accounts.
- Proof of Address issued by Bank /Gazette Officer/Notary Public/Elected representatives to the Legislative Assembly/Parliament/Documents issued by any Govt. or Statutory Authority.
- Identity card/document with address, issued by Central/State Government, Statutory/Regulatory Authorities, PSUs, Banks, colleges affiliated to Universities and ICAI/ICWAI/ICSI/Bar Council etc.

5.1.2 Annexures required – for Non-Individuals:

For Proof of Identity (POI): In case of Non-Individuals, additional documents to be obtained from non-individuals, over & above the POI & Proof of Address, as mentioned below:

Corporate:

- Copy of the balance sheets for the last 2 financial years (to be submitted every year)
- Copy of latest share holding pattern (if listed) including list of those holding control, either directly or indirectly, in the company in terms of SEBI takeover Regulations, duly certified by the Company secretary/ Whole time director/MD (to be submitted every year)
- Photograph, POI, Proof of Address, PAN and DIN numbers of whole time directors/two directors in charge of day to day operations.
- Copies of the Memorandum and Articles of Association and certificate or incorporation.
- Copy of the Board Resolution for investment in securities market.
- Authorized signatories list with specimen signatures.

Partnership firm:

- Copy of the balance sheets for the last 2 financial years (to be submitted every year).
- Certificate of registration (for registered partnership firm only).
- Copy of partnership deed.
- Authorized signatories list with specimen signatures.
- Photograph, POI, Proof of Address, PAN of Partners.

Trust:

- Copy of the balance sheets for the last 2 financial years (to be submitted every year).
- Certificate or registration (for registered trust only).
- Copy of Trust deed.
- List of trustees certified by managing trustees/CA
- Photograph, POI, Proof of Address, PAN of Trustees.

HUF:

- PAN of HUF/Karta
- Deed of declaration of HUF/List of coparceners.
- Bank pass-book/bank statement in the name of HUF/Karta
- Photograph, POI, Proof of Address, PAN of Karta.

Unincorporated Association or a Body of Individuals:

Proof of Existence/Constitution document, Resolution of the managing body & Power of Attorney granted to transact business on its behalf and Authorized signatories list with specimen signatures.

- **Banks/Institutional Investors:** Copy of the constitution/registration or annual report/ balance sheet for the last 2 financial years and Authorized signatories list with specimen signatures
- **Foreign Institutional Investors (FII):** Copy of SEBI registration certificate and Authorized signatories list with specimen signatures.
- **Army/Government Bodies:** Self-certification on letterhead and Authorized signatories list with specimen signatures.
- **Registered Society:** Copy of Registration Certificate under Societies Registration Act and List of Managing Committee members and Committee resolution for persons authorized to act as authorized signatories with specimen signatures and True copy of Society Rules and Bye Laws certified by the Chairman/Secretary.

5.1.3 Annexures required – for PAN Exempt cases:

Exemptions/clarifications to PAN (Sufficient documentary evidence in support of such claims to be collected).

1. SIP of Mutual Funds upto Rs.50,000/- p.a.
2. Investors residing in the state of Sikkim.
3. In case of transactions undertaken on behalf of Central Government and/or State Government and by officials appointed by Courts e.g. Official liquidator, Court receiver etc.
4. UN entities/multilateral agencies exempt from paying taxes/filing tax returns in India

All correction / changes (if any) made on the registration form, needs to be authenticated by canceling the re-writing the correct details and countersigned by the sole/all applicants. Correction on payment instrument is not allowed.

5.2 CAN Registration Form (CRF)

Check Points for CAN Registration Form before acceptance

- Investor has duly signed and filled-in all mandatory details e.g. Name, Mode of Holding, Residential status, Category, PAN /Pan Exempt, DOB & Guardian's Name/Relationship (for Minor) and details of 2nd and 3rd joint holders (if furnish).
- Complete correspondence Address with Pin code and contact details
- Details of FATCA, CRS and Additional KYC and UBO for Non-Individual investors
- Depository Account Details
- Complete Bank Account Details with IFSC code, upto 5 bank account details (Individual) and upto 10 bank account details (Non-Individual)
- Nomination Details, upto 3 nominees
- Other Details for all investors e.g. Gross Annual Income Details, Occupation, PEP, etc.
- Contact Details if investor is Non Individual.
- On ensuring completeness of the KYC form, the intermediary shall verify the POI and POA documents with the original and fix their Organization seal/stamp with the Official Name/Designation/Signature and certify the same with current date. Then the intermediary shall carry out the In-Person-Verification (IPV) and fix their Organization seal/stamp with the Official Name/Designation/Signature and date certifying the same.

Annexures:

- PAN and KYC proofs of all holders
- For Minor: DOB proof and Guardian's relationship proof and PAN / KYC Proof
- Cancelled cheque copy for Bank Mandates registered under the CAN
- Client Master List or Statement of Account issued by DP as Proof of Depository Accounts
- PayEezz Registration form if ticked in CRF

5.3 CT Transactions

5.3.1 Purchase

Check Points for CAN based Purchase Form before acceptance.

1. Transaction request should be on MFU designed CAN Transaction form, available on website – www.mfuindia.com
2. CAN
3. Name of first holder
4. Payment instrument details on application form i.e. payment instrument number, valid date, Drawn on Bank & Branch, no mismatch in amounts mentioned in words and in numeric and also matching investment amount with physical payment instrument amount.
5. Investment details - Scheme Name with Plan / Option
6. Signatures of all investors. In case of HUF, stamp of the HUF is required along with the Signature of the Karta.
7. Check Points for Payment instrument: valid date, no mismatch in amounts mentioned in words and in numeric and cheque favoring to 'MFU Escrow Account' and investor's Signature and name appearing on cheque.

Check Points for Folio based Purchase Form before acceptance.

- a. Transaction request should be on MFU designed Folio Transaction form, available on website – www.mfuindia.com.
- b. Investment details - Scheme Name with Plan / Option
- c. Folio no (in case of existing investor)
- d. Name of first holder & complete Address with Pin code
- e. Payment instrument details on application form i.e. payment instrument number, valid date, Drawn on Bank & Branch, no mismatch in amounts mentioned in words and in numeric and also matching investment amount with physical payment instrument amount.
- f. Bank Details (Bank name, Branch Address, Account number and Account type) of the first applicant
- g. Signatures of all investors. In case of HUF, stamp of the HUF is required along with the Signature of the Karta.
- h. Check Points for Payment instrument: valid date, no mismatch in amounts mentioned in words and in numeric and cheque favoring to 'MFU Escrow Account' and investor's Signature and name appearing on cheque.

Common mandatory requirements:

- a. All correction / changes (if any) made on the purchase form, needs to be authenticated and countersigned by the sole/all applicants. Correction on payment instrument is not allowed.
- b. Investment amount should not be less than the minimum investment amount.
- c. Write the first applicants name and the Application/CAN/Folio number behind the cheque.

5.3.2 Systematic Investment Plan (SIP)

Check Points for CAN based SIP Form before acceptance.

1. CAN
2. Name of first holder
3. Payment instrument details on application form i.e. payment instrument number, valid date, Drawn on Bank & Branch, no mismatch in amounts mentioned in words and in numeric and also matching investment amount with physical payment instrument amount.
4. SIP Investment details - Scheme Name with Plan / Option, Frequency and subsequent SIP details & ECS mandate details, if same as first instalment payment, no need to give cancelled cheque else give cancelled cheque copy from where the payment is made,
5. Signatures of all investors. In case of HUF, stamp of the HUF is required along with the Signature of the Karta.
6. Check Points for first Installment Payment instrument: valid date, amounts mentioned in words and in numeric and cheque favoring to 'MFU Escrow Account' and investor's Signature and name appearing on cheque.

Check Points for Folio based SIP Form before acceptance.

1. Folio no (in case of existing investor)
2. Name of first holder
3. SIP Payment instrument details on application form i.e. payment instrument number, valid date, Drawn on Bank & Branch, no mismatch in amounts mentioned in words and in numeric and also matching investment amount with physical payment instrument amount.
4. SIP Investment details - Scheme Name with Plan / Option and subsequent SIP details (SIP start and end dates), Frequency (Monthly/Quarterly) and SIP amount and complete bank mandate details (MICR, IFSC) and bank account holder name. if same as first instalment payment, no need to give cancelled cheque else give cancelled cheque copy from where the payment is made,
5. Bank Details (Bank name, Branch Address, Account number and Account type) of the first applicant and ECS mandate details
6. Signatures of all investors. In case of HUF, stamp of the HUF is required along with the Signature of the Karta.
7. Check Points for first Installment Payment instrument -, valid date, matching amounts mentioned in words and in numeric and cheque favoring to 'MFU Escrow Account' and investor's Signature and name appearing on cheque.

Common mandatory requirements:

- a. All correction / changes (if any) made on the registration form, needs to be authenticated and countersigned by the sole/all applicants. Correction on payment instrument is not allowed.
- b. Investment amount should not be less than the minimum investment amount.
- c. Write the first applicants name and the Application/Folio number behind the cheque.

5.3.3 Redemption

Check Points for CAN based Redemption Form before acceptance.

1. Transaction request should be on MFU designed CAN Transaction form, available on website – www.mfuindia.com
2. CAN
3. Name of first holder
4. Redemption amount or units (All or Partial)
5. Scheme Name with Plan / Option
6. Signature/s
7. If the redemption payout is required in a different bank account than those bank mandate which are already registered, investor has to mention new bank details on redemption request and furnish supporting documents
8. Supporting documents for updation of bank details such as Cancelled Cheque with name appearing on the cheque, old bank proof and ID proof. If investor not furnish bank detail/s, redemption proceed shall be paid in default bank account.

Check Points for Folio based Redemption Form before acceptance.

1. Transaction request should be on MFU designed Folio Transaction form, available on website – www.mfuindia.com
2. Folio number
3. Name of first holder
4. Redemption amount or units (All or Partial)
5. Scheme Name with Plan / Option
6. Signature/s
7. If the redemption payout is required in a different bank account than those bank mandate which are already registered, investor has to mention new bank details on redemption request and furnish supporting documents for updation of bank details example, Cancelled Cheque with name appearing on the cheque, old bank proof and ID proof. If investor not furnish bank detail/s, redemption proceed shall be paid in default bank account.

5.3.4 Switchover

Check Points for CAN based Switchover Form before acceptance.

1. Transaction request should be on MFU designed CAN Transaction form, available on website – www.mfuindia.com
2. CAN
3. Name of first holder
4. Switchover amount or units (All or Partial)
5. Scheme, Plan & Option from which the redemption to be switched out & Scheme, Plan & Option to which the investment to be switched in.
6. Signature/s
7. Is the present value of investment in the scheme from which the switch out is requested \geq to the minimum investment / minimum addition investment requirement of the scheme to which the investment is proposed to be switched in.

Check Points for Folio based Switchover Form before acceptance.

1. Transaction request should be on MFU designed Folio Transaction form, available on website – www.mfuindia.com
2. Folio number
3. Name of first holder
4. Switchover amount or units (All or Partial)
5. Scheme, Plan & Option from which the redemption to be switched out & Scheme, Plan & Option to which the investment to be switched in.
6. Signature/s
7. Is the present value of investment in the scheme from which the switch out is requested \geq to the minimum investment / minimum addition investment requirement of the scheme to which the investment is proposed to be switched in
8. Acknowledgment copy of the KYC is enclosed.

5.3.5 Systematic Transfer Plan

Check Points for CAN or Folio based Systematic Transfer Plan Form before acceptance

1. CAN or Folio number
2. Name of first holder
3. STP Option – Capital Appreciation / amount (Fixed / Variable)
4. Source and Target Scheme details e.g. Scheme name, Dividend Option and frequency (check whether the minimum enrollment period is met) – No of installments (in case of Daily, Weekly & Fortnightly STP) and start and end date period (in case of Monthly / Quarterly STP)
5. Signature/s

5.3.6 Systematic Withdrawal Plan

Check Points for CAN or Folio Systematic Withdrawal Plan Form before acceptance

1. CAN or Folio number
2. Name of first holder
3. SWP Option – Capital Appreciation / amount (Fixed / Variable)
4. Scheme details - Scheme name, Plan/Option and Frequency (Monthly / Quarterly / Half-yearly / Annually)
5. Signature/s

Transaction-wise check points for forms, payment instrument and Mandate

Type of Documents	Fresh Purchase & with SIP	Redemption	Switch	SIP	STP	SWP	NCT
CAN	✓	✓	✓	✓	✓	✓	✓
Folio Number	X	✓	✓	✓	✓	✓	✓
Scheme Name	✓	✓	✓	✓	✓	✓	X
Target Scheme Name	X	X	✓	X	✓	X	X
Amount/ Units	✓	✓	✓	✓	✓	✓	X
Signature on Form	✓	✓	✓	✓	✓	✓	✓
Mandate Registration	X	X	X	✓	X	X	X
SIP (Start / End date)	X	X	X	✓	X	X	X
Cancelled Cheque Copy / Request of UMRN	X	X	X	✓	X	X	X
Payment instrument	✓	X	X	X	X	X	X
Payment instrument-Signature	✓	X	X	X	X	X	X
Payment instrument (fvg MFU Escrow Account)	✓	X	X	X	X	X	X
Payment instrument (Currently Dated)	✓	X	X	X	X	X	X
Payment instrument-Amount in words and in numeric	✓	X	X	X	X	X	X

5.4 NCTs

Check Points for CAN NCTs Request before acceptance.

5.4.1 Bank Mandate - Addition/Deletion and Updation of Default Bank Details

1. Request letter signed by all the investors.
2. Supporting Documents: New and Old Bank Proofs and ID proof.
 - i. Documents to be submitted for new bank account proof:

Investor can provide originals of any of the 4 documents listed below; alternatively, originals should be brought for verification and photocopies can be submitted. If the investor gets photocopies of the documents attested by the bank, originals need not be submitted.

 - Cancelled original cheque of the new bank account with first investor's name and bank account number printed on the face of the cheque.
 - Self-attested copy of bank statement.
 - Bank passbook with current entries not older than 3 months.
 - Bank Letter duly signed by branch manager/authorized personnel.
 - ii. Documents to be submitted for existing / old bank mandate proof which currently registered in the folio/account: Investor can provide originals of any of the 4 documents listed below; alternatively, originals should be brought for verification and photocopies can be submitted. If the investor gets photocopies of the documents attested by the bank, originals need not be submitted.
 - Cancelled original cheque with first investor's name and bank account number printed on the face of the cheque.
 - Original bank account statement / pass book.
 - In case such bank account is already closed, a duly signed and stamped original letter from such bank on the letter head of the bank confirming the closure of the said account.

5.4.2 DP – Addition and Deletion of DP details

Request letter signed by all the investors according to the mode of operation along with supporting document as statement of account or Client Master List

5.4.3 POA - Revocation/Cancellation of Power of Attorney

A Request letter signed by all the investors according to the mode of operation.

5.4.4 POA - Registration of Power of Attorney

For Registration of Power of Attorney:

- Request letter signed by all the investors according to the mode of operation.
- Originally attested by Notary / Gazette officer copy of Power of Attorney on Rs.100/- or Rs.50/- stamp paper (according to the stamp act prevailing in their state), duly signed by all the investors and the Power of Attorney Holder.
- KYC Acknowledgement copy of POA holder.
- In case of the POA holder being a company, the POA holder to provide the Memorandum of Association along with list of its authorized signatories, with their signatures duly attested by the POA holder company.

5.4.5 Contact Details - Updation of Mobile/Landline numbers/Email ID

A Request letter signed by all the investors according to the mode of operation.

5.4.6 Other Details – Income details and PEP Status

A Request letter signed by all the investors according to the mode of operation.

5.4.7 Receive and Forward – CAN or Folio based NCTs

Request letter signed by all investors according to mode of operation along with supporting documents.

5.4.8 FATCA – Individual and Non-Individual

FATCA form signed by all CAN applicants.

5.4.9 UBO - Only Non-Individual investors

UBO form signed by only Non-Individual CAN applicant.

5.4.10 PayEzz Registration Mandate

1. CAN number
2. Name of first holder
3. Bank details
4. Maximum Mandate amount
5. Mandate Start and End date
6. Investor's Signatures at 3 fields

5.4.11 Address - Change of Address

Distributor to accept requests from those investors, who have initially registered KYC with MFU. Thus Distributor to redirect/advise the Investors to approach the respective KRA for this updation, who processed initial KYC.

1. Request letter (as specified by KYC Registration Agency)
2. Supporting Documents: New and Old Address Proofs and ID proof.
 - i. Documents to be submitted for New and Old Address account proof: Self-attested copy of any one of the following documents as Proof of Address:
 - Passport/ Voter's Identity Card/ Ration Card/ Registered Lease or Sale Agreement of Residence/ Driving License/ Flat Maintenance bill/ Insurance Copy.
 - Utility bills like Telephone Bill (only land line), Electricity bill or Gas bill and Bank Account Statement/Passbook - Not more than 3 months old.
 - Self-declaration by High Court and Supreme Court judges, giving the new address in respect of their own accounts.
 - Proof of address issued by any of the following: Bank Managers of Scheduled Commercial Banks/Scheduled Co-operative Bank/Multinational Foreign Banks/Gazetted Officer/Notary public/elected representatives to the Legislative Assembly/Parliament/ Documents issued by any Government or Statutory Authority.
 - Identity card/document with address, issued by any of the following: Central/State Government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc., to their Members.
 - For FII/sub-account, Power of Attorney given by FII/sub-account to the Custodians (which are duly notarized) that gives the registered address should be taken.
 - The proof of address in the name of the spouse may be accepted.
 - ii. Documents to be submitted for new Address account proof: Self-attested copy of any one of the following documents as Proof of Address:
 - PAN card
 - Unique Identification Number (Aadhar)/ Passport/ Voter ID card/ driving license.
 - Identity card/ document with applicant's photograph, issued by any of the following:
 - Central/State Government and its Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities
 - Professional Bodies eg. ICAI, ICWAI, ICSI, Bar Council etc, to their Members
 - Credit cards/Debit cards issued by Banks.

6 Checklist for Supporting Documents to be annexed (Table)

6.1 KYC/CAN Registration and CAN based CT Transactions

Following documents are required to furnish along with Application Form / Request Letter:

Type of Documents	KYC Regn	CAN Regn	Purchase - Individual	Purchase - Non-Individual	Redemption	Switch	SIP	STP	SWP
Self Attested PAN Copy	✓	X	X	X	X	X	X	X	X
Self Attested Address Proof	✓	X	X	X	X	X	X	X	X
KYC Acknowledgment	X	X	✓	✓	X	X	X	X	X
Payment instrument	X	X	✓	✓	X	X	✓	X	X
Proof of Bank Details eg. Canceled cheque copy	X	✓	X	X	X	X	✓	X	X
Proof of Guardian relationship, <i>for Minor applicants</i>	✓	✓	X	X	X	X	X	X	X
RTGS Letter, if applicant purchase units against transfer of funds by NEFT/RTGS	X	X	✓	✓	X	X	✓	X	X
Bank Letter, if applicant purchase units against DD	X	X	✓	✓	X	X	✓	X	X
Account Debit Certificate, if payment is made by DD from NRE/ FCNR A/c where applicable for NRIs	X	X	✓	✓	X	X	✓	X	X
Self Attested Client Master List or Statement of Account, issued by DP, <i>(if applied for dematerialisation of units)</i>	X	✓	✓	X	X	X	✓	X	X
Notary Attested Copy of POA & KYC Acknowledgement copy of POA holder, <i>if POA applying on behalf of investor</i>	X	✓	✓	X	X	X	X	X	X
List of Authorised Signatories with names, designations, specimen signature & KYCs <i>(for Non-Individual)</i>	X	✓	X	X	X	X	X	X	X
Board / Committee Resolution / Authority Letter, <i>(for Non-Individual)</i>	X	✓	X	X	X	X	X	X	X
Memorandum & Articles of Association <i>(for Non-Individual Company)</i>	X	✓	X	X	X	X	X	X	X
Trust Deed, <i>in case Applicant is a Trust</i>	X	✓	X	X	X	X	X	X	X
Bye-Laws, <i>in case Applicant is Society</i>	X	✓	X	X	X	X	X	X	X
Partnership Deed, <i>in case Applicant is Partnership firm</i>	X	✓	X	X	X	X	X	X	X

In folio based CT transactions, only data will be captured and send to respective RTA along with scan image. Hence supporting documents checklist is not provided.

6.2 CAN NCT Transactions

Following documents are required to furnish along with Application Form / Request Letter:

Type of Documents	Change in Bank Details	Change in Address	Registration of POA	Registration of DP	Registration of Nomination
KYC Acknowledgment	X	X	✓	X	X
Self Attested copy of PAN Card (ID Proof)	✓	✓	X	X	X
Self Attested copy of New Address Proof	X	✓	X	X	X
Self Attested copy of Old Address Proof	X	✓	X	X	X
Proof of New Bank Details eg. Canceled cheque copy	✓	X	X	X	X
Proof of Old Bank Details	✓	X	X	X	X
Proof of Guardian relationship, <i>for Minor applicants</i>	✓	✓	X	X	✓
Self Attested Client Master List or Statement of Account, issued by DP, <i>(if applied for dematerialisation of units)</i>	X	X	X	✓	X
Notary Attested Copy of POA & KYC Acknowledgement copy of POA holder, <i>if POA applying on behalf of investor</i>	✓	✓	✓	X	✓
List of Authorised Signatories with names, designations, specimen signature & KYCs <i>(for Non-Individual)</i>	✓	✓	X	X	X
Board / Committee Resolution / Authority Letter, <i>(for Non-Individual)</i>	X	X	X	X	X
Memorandum & Articles of Association <i>(for Non-Individual Company)</i>	X	X	X	X	X
Trust Deed, <i>in case Applicant is a Trust</i>	X	X	X	X	X
Bye-Laws, <i>in case Applicant is Society</i>	X	X	X	X	X
Partnership Deed, <i>in case Applicant is Partnership firm</i>	X	X	X	X	X

7 Annexures

7.1 Annexure I: Rejection Reasons

7.1.1 For CAN Registration (Individual)

Type	Rejection Reasons
CR-I	Mode of holding not ticked / selected.
CR-I	Investor category not ticked / selected.
CR-I	Residential status not ticked / selected.
CR-I	Primary Applicant KYC Status invalid as per KRA
CR-I	Primary Applicant Name differs with KRA records.
CR-I	Primary Applicant Date of Birth not mentioned.
CR-I	Minor date of birth not mentioned
CR-I	Minor date of birth proof not provided.
CR-I	Guardian details not provided for minor applicant
CR-I	Guardian PAN/PEKRN not provided
CR-I	Guardian KYC Status invalid as per KRA
CR-I	Guardian Name differs with KRA records.
CR-I	Guardian Date of Birth not mentioned.
CR-I	Proof of Guardian relationship (in case of Minor applicants) not provided.
CR-I	Declaration under Foreign Tax Laws not provided/Incomplete/annexures not available
CR-I	Joint Applicant details not provided for Joint / Anyone or Survivor Mode of holding
CR-I	Second Applicant PAN/PEKRN not provided
CR-I	Second Applicant KYC Status invalid as per KRA
CR-I	Second Applicant Name differs with KRA records.
CR-I	Second Applicant Date of Birth not mentioned.
CR-I	Third Applicant PAN/PEKRN not provided
CR-I	Third Applicant KYC Status invalid as per KRA
CR-I	Third Applicant Name differs with KRA records.
CR-I	Third Applicant Date of Birth not mentioned.
CR-I	Contact Details not provided.
CR-I	Bank Account Details not provided
CR-I	Proof of Bank Details not provided.
CR-I	Guardian details mandatory if nominee is minor
CR-I	Income Details not provided / Incomplete
CR-I	Primary Applicant signature missing
CR-I	Second Applicant signature missing
CR-I	Third Applicant signature missing.
CR-I	Correction / Changes done not counter-signed by the all the applicants.
CR-I	Applicant(s) is/are not KYC compliant
CR-I	Joint Applicant/s and Nominee/s is/are same.
CR-I	Guardian signature missing.
CR-I	CAN Suspended

7.1.2 For CAN Registration (Non-Individual)

Type	Rejection Reasons
CR-N	Primary Applicant Name differs with KRA records.
CR-N	Date of Incorporate / commencement not mentioned.
CR-N	Entity Status is not mentioned
CR-N	Contact Details not provided.
CR-N	Bank Account Details not provided
CR-N	Proof of Bank Details not provided.
CR-N	Income Details not provided / Incomplete
CR-N	Applicant signature missing / BR & Authorized Signatory list not provided
CR-N	UBO Declaration form not furnished / Incomplete
CR-N	Declaration under Foreign Tax Laws not provided / Incomplete / annexures not available
CR-N	Correction / Changes done not counter-signed by the applicant(s).
CR-N	Applicant is not KYC compliant

7.1.3 For KYC Registration

Type	Rejection Reasons
KYC	Self-attested ID proof / copy of PAN not furnished
KYC	Necessary documents not submitted

7.1.4 For PayEezz Registration

Type	Rejection Reasons
PayEezz	Bank details not registered under the specified CAN
PayEezz	CAN Applicant signature missing
PayEezz	Minimum Amount

7.1.5 For Commercial Transaction

Type	Rejection Reasons
CT	Transaction belongs to a Mutual Fund not participating in MFU
CT	Application not in original
CT	CAN / PAN / PEKRN / CRF No not mentioned in the form
CT	Primary holder details does not match with the CAN / PAN / PEKRN provided
CT	Payment instrument/instruction not provided
CT	Payment instrument/instruction not signed
CT	Payment details not furnished / Incomplete
CT	Incorrect Payee name
CT	Payment from Account not qualifying the payment norms
CT	Stale Cheque/Outstation Cheque/Non-CTS Cheque
CT	Post-dated payment
CT	Proof of payment/necessary declaration not submitted
CT	Payment amount not commensurate with total investment amount
CT	Corrections in Payment instrument
CT	Scheme details not furnished / Incomplete
CT	Minimum Investment criteria not met
CT	Scheme does not permit such type of transaction for the date
CT	Amount / Units not specified
CT	There is no unit holding under the scheme/plan/option chosen for redemption
CT	Appropriate folio number not provided in case of multiple folios in same Mutual Fund
CT	CAN based transaction not through a CAN transaction form
CT	Folio based transaction - cannot be across Mutual Funds
CT	Folio based transaction - details not matching with RTA
CT	Request not signed by the holder(s)/Guardian/POA holder
CT	Systematic Frequency/Date not mentioned
CT	Post-dated cheques are not accepted for SIPs through MFU
CT	SIP Mandate is incomplete / not attached
CT	SIP Mandate amount does not match with the Total Instalment amount
CT	Commission availed exceeds the computed value

7.1.6 For Non Commercial Transaction

Type	Rejection Reasons
NCT	Proof of Bank Details not provided.
NCT	Proof of Address not provided.
NCT	CAN / Folio not mentioned in the request
NCT	Adequate documents not furnished
NCT	Request not signed as per Mode of Holding
NCT	Signature mismatch with records
NCT	POA holder is not KYC compliant
NCT	Others - Open Text upto 1000 characters to capture the details

7.2 Annexure II: Dos and Don'ts

Dos

- Do Read all rules, regulation, instructions and disclosures made by MFUI before using MFU System.
- Do Accept ONLY completely filled-in and signed applications by investors
- Do provide acknowledgement to Walk-in-Investors / bearer of transaction
- Do Accept Standard Request Forms issued by MFUI and in original.
- Do ensure to mention investor's CAN/Folio and Name on reverse of the payment instrument
- Do ensure empanelment of your ARN code with participating AMCs before transacting (For distributors)
- Do upload only clear and legible scan images of registration and transaction requests to MFUI Server
- Do ensure offline scan images should be in tiff format with 200 DPI Resolution.
- Do set scanner setting as 200 dpi resolution before online scanning.
- Do mention following unique reference numbers on physical application form at the provided space in form after processing in the respective module.
 - UKRN (Unique KYC Reference Number) – KYC Registration
 - UCRN (Unique CAN Reference Number) – CAN Registration
 - GORN (Group Order Reference Number) – Transaction Creation
 - UDRN (Unique Deposit Reference Number) - Deposit Slip Generation
 - GDRN (Group Deposit Reference Number) - Deposit Slip Generation
- Do upload scan image of deposit slip acknowledgement to the Server after deposition of cheques
- Do ensure to send/submit the physical original applications and Deposit Slip Acknowledgments along with run sheet at mapped Point of Service by same day EOD and upload scan image of the run sheet acknowledgment to Server.
- Do attach run sheet for every movement of transactions from one office to other office and ensure to upload scan image of acknowledgement of run sheet.
- Do ensure to dispatch/submit the physical original applications along with run sheet to MFU appointed storage vendor well within time and upon acknowledgement by storage vendor and do upload the scan image of acknowledgement to the Server. (For POS HO)
- Do accept CAN transaction form for fresh investments, if investors furnished a Fresh CAN Registration request.
- Do accept separate purchase requests for investments in different Mutual Funds, if the transaction is Folio based.
- Do ensure POA registered in MFU, before processing POA signed transaction forms

Don'ts

- Don't accept any unsigned / Incomplete Request.
- Don't accept applications/registrations before scrutiny
- Don't accept KYC Registration Form alone. It should be accompanied with CAN Registration Form.
- Don't overwrite/correct unique reference number on physical transaction form.
- Don't accept photocopy / fax copy of the Transaction Request.
- Don't accept Physical payment instrument in favour of AMC/Scheme Name.
- Don't accept request, where the cheque is overwritten/corrected even if it is countersigned.
- Don't accept Stale / Non CTS / Out Station / Post Dated cheques and Foreign Currency Draft.
- Don't accept transactions pertains to any other than the Participating AMCs.
- Do not bank the payment instrument without MFU system generated deposit slip.
- Don't accept Cash Transaction.
- Don't accept single transaction form along with multiple physical payment instruments.
- Don't accept transactions with corrections in mandatory fields, which are not authenticated by the investor/s.
- Don't process NCT (Change of Dividend Payout to Dividend Re-invest option) as Switchover of units
- Don't inward complaint letters in NCT module.
- Don't process transaction INCOMPLETELY (For Distributors)
- Don't accept transaction/registration request other than English language.
- Don't accept the purchase/SIP transaction without the bank acknowledged copy of fund transfer instruction submitted, where investment payment made electronically by NEFT/RTGS/DCB.
- Do not share your user ids and password to others, which provided by MFUI.
- Do not accept transactions such as redemption, switchover, STP, SWP wherein unit holdings are in dematerialized form.
- Don't update the bank or address in case supporting document proofs are not provided by the investor
- Don't accept folio based transaction pertains to various AMCs.
- Don't accept transaction with thumb impressions (instead signature), if the same is not attested by a Magistrate or Notary Public with their official seal
- Don't accept folio based transactions pertaining to various AMCs (by making a single consolidated payment, investor can invest in 5 schemes within the same Folio of one AMC).
- Don't reject transaction, if investor provides ARN number and EUIN box is left blank.