Investor's Guide to e-Mandates

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Introduction

The E-Mandate facility in the Investor Portal allows users to create, amend, cancel, suspend, and revoke mandates. This user-friendly system ensures that you can manage your mandates efficiently and securely.

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1. Creating a Mandate

Step-by-Step Guide:

1. **Log in to the Investor Portal**:
   - Enter your credentials (username and password) to access the portal.
2. **Navigate to the 'E-Mandate' Section**:
   - Login>Quick Menu>E Mandate>Register Mandate.
3. **Register a New Mandate**:
   - Click on the “Register” button to start the registration process.
   - Fill in the following fields:
     - **Bank Details**: Account number, Bank name, IFSC code.
     - **Start Date**: The date when the mandate becomes active.
     - **End Date**: The mandate’s expiration date (must be within 40 years from the start date).
     - **Mandate Limit**: Maximum allowable transaction limit (maximum ₹1 crore).

        - **Mandate Frequency**: As & When Presented
        - **Authorization mode**:Debit Card/ Netbanking
4. **Confirm Your Registration**:
    - After entering the Debit card/ Netbanking details, click “Submit.”
    - Will be redirected to Banking portal an OTP (One-Time Password) will be sent to your registered email and mobile number from your banker end.
5. **Enter OTP**:
    - Input the OTP received to complete the mandate creation process.
6. **Confirmation**:
    - The Turnaround Time (TAT) for registering an e-Mandate for mutual funds is typically 2-3 days
7. **Check the Status**:
    - Once the above process has been completed, the status of the e-Mandate can be through the Track My Mandate option.

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2. Amending a Mandate

Step-by-Step Guide:

1. **Navigate to 'Active Mandates'**:
    - After logging in, go to the "Active Mandates" section to view your active mandates.
    - Login>Quick Menu>E Mandate>Active Mandate>Action.
2. **Select the Mandate to Amend**:
    - Choose the mandate you want to modify and click the “Amend” button.
3. **Modify Mandate Details**:
    - The **Unique Mandate Registration Number (UMRN)** will appear along with current details.
    - You can amend:
        - **End Date**: Extend the expiration date (within 40 years).
        - **Mandate Amount**:.Ensure that the new mandate amount is not less than the previous amount, with a maximum allowable limit of 1 crore for the E-Mandate.
4. **Confirm Modifications**:
    - Click “Modify,” and a confirmation prompt will ask if you want to proceed.
    - Choose “OK” to continue or “Cancel” to retain current settings.
5. **Enter OTP**:
    - You will be prompted to enter an OTP sent to your registered email and mobile number.
6. **Final Confirmation**:

- After the OTP is verified, a summary of your updated mandate details will appear.
- A confirmation email will be sent to you, and you can track your modified mandate status on the **Track My Mandate** option.

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3. Canceling a Mandate

Step-by-Step Guide:

1. **Navigate to 'Active Mandates'**:
    - Go to the "Active Mandates" page to view your mandates.
    - Login>Quick Menu>E Mandate>Active Mandate>Action.
2. **Select the Mandate to Cancel**:
    - Click on the "Cancel" button next to the mandate you wish to cancel.
3. **Confirm Cancellation**:
    - A pop-up will ask: “Kindly confirm whether you want to cancel the selected mandate.”
    - Click “OK” to proceed or “Cancel” to abort the action.
4. **Enter OTP**:
    - After confirming, an OTP will be sent to your registered email and mobile number.
    - Enter the OTP to complete the process.
5. **Confirmation**:
    - A message will confirm the cancellation: "Your canceled E-Mandate request is accepted and will be processed within 15 days."
    - All SIPs associated with this mandate will also be canceled.

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4. Suspending a Mandate

Step-by-Step Guide:

- ➢ **Navigate to 'Active Mandates'**:
    - Select the mandate you want to suspend from the "Active Mandates" list.
    - Login>Quick Menu>E Mandate>Active Mandate>Action.
- ➢ **Click 'Suspend'**:
    - Click the “Suspend” button next to the mandate you wish to suspend.
- ➢ **Specify Suspension Dates**:
    - Choose the suspension start and end dates (suspension period minimum 1 month and maximum 6 months).The suspension end date must not exceed the mandate’s end date.
- ➢ **Confirm Suspension**:

  - A confirmation message will appear asking if you wish to proceed.
  - After confirming, enter the OTP sent to your registered email and mobile number.
- ➢ **Final Confirmation**:
  - The mandate and associated SIPs will be suspended. You will receive an acknowledgment email confirming the suspension, and it will take 15 days for processing.
  - Once the suspension period is completed, the mandate and its associated SIPs will be reactivated.

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5. Revoking the Suspension of an EMandate

Step-by-Step Guide:

1. **Navigate to 'Suspended Mandates'**:
   - View suspended mandates and select the one you want to revoke.
   - Login>Quick Menu> e-Mandate> Revoke my Mandate> Revoke.
2. **Click 'Revoke'**:
   - Click the “Revoke” button next to the mandate you wish to Revoke.
3. **Confirm Revocation**:
   - A confirmation message will appear: “Are you sure you want to revoke this mandate?”
   - Click “OK” to proceed or “Cancel” to stop the action.
4. **Enter OTP**:
   - After confirmation, an OTP will be sent to your registered email and mobile number.
5. **Final Confirmation**:
   - After entering the OTP, the mandate and its associated SIPs will be reactivated.
   - A confirmation message will appear, and an acknowledgment email will be sent.

6.FAQs for Mandate

- **What is an eMandate?**

An eMandate refers to the standard instruction customers need to give their issuing bank and other institutions. This instruction gives the permission to automatically debit the required amount from the bank account.
The Reserve Bank of India and the National Payments Corporation of India introduced the digital payment service of eMandates. We use it as the underlying infrastructure for collecting recurring payments without the need for human interaction.

- **What is an eMandate in Mutual Funds?**

An e-Mandate in mutual funds is an electronic authorisation provided by an investor to their banks to enable automatic recurring payments. E-Mandates allow investors to automate their Systematic Investment Plan (SIP) installments by giving consent to mutual fund houses to debit a specific sum of money from their bank accounts at a specified time interval.

- **How long does it take to process a new E- mandate?**

It takes up to 2-3 days to process a new mandate after successful submission and OTP verification.

- **What is the maximum limit I can set for an E-Mandate?**

The maximum limit for an E Mandate Rs. 1 crore

- **Can I amend the mandate amount to be lower than the original amount?**

No, the mandate amount cannot be lowered. Any amendment to the mandate amount must be equal to or greater than the previous amount.

- **How far in the future can I set the end date for a mandate?**

The end date for a mandate can be set up to a maximum of 40 years from the current date.

- **Will canceling an E-Mandate affect my SIPs?**

Yes, canceling an E-Mandate will automatically cancel all associated SIPs with that mandate. The status of the SIPs will be updated accordingly.

- **Can I temporarily suspend a mandate?**

Yes, you can temporarily suspend a mandate for up to 6 months by selecting the 'Suspend' option on the "Active Mandates" page. After confirming and entering the OTP, your mandate and all associated SIPs will be suspended.

- **What happens to my SIPs if I suspend a mandate?**

When you suspend a mandate, all associated SIPs will be temporarily suspended until the suspension period ends or the mandate is revoked.

- **Can I change the bank details in my existing mandate?**

No, to change bank details, you need to cancel the existing mandate and create a new mandate with the updated bank information.

- **How can I track the status of my mandates?**

You can track the status of your mandates (whether they are active, modified, canceled, or suspended) by going to the 'Track My Mandates' section on the portal.

- **What do I do if I don't receive an OTP for mandate confirmation?**

If you don't receive an OTP, check your registered email or mobile number for accuracy. You can request a resend OTP option from the portal. If the issue persists, please contact customer support.

- **What happens if my mandate is not processed within 10 days?**

If your mandate is not processed within 10 days, contact customer support to check the status. Ensure you have followed all steps correctly, including OTP verification.

- **Can I use the same E-Mandate for multiple SIPs?**

Yes, you can use the same E-Mandate for multiple SIPs, provided the total SIP amount does not exceed the mandate limit.

- **What do I do if I accidentally cancel my mandate?**

If you accidentally cancel your mandate, you will need to create a new mandate. The canceled mandate cannot be reactivated.

- **Can I modify the SIP details in an E-Mandate?**

SIP details are linked to the mandate but cannot be modified directly through the mandate amendment process. You may need to cancel the current SIP and set up a new one under the same mandate or a new one.

- **Will I be notified about changes to my mandates?**

Yes, you will receive email notifications for any changes made to your mandates, such as amendments, cancellations, suspensions, or revocations.

- **Is there a fee for creating or amending an E-Mandate?**

No, there are no charges for creating, amending, or managing your E-Mandate in the Investor Portal.

For any e-Mandate or SIP related queries, investors can contact the below officials of the AMC:

Email: **customercare@njmutualfund.com**

Contact number: **1860 500 2888** / **040-49763510**