

## Annexure

### The sample FAQs

#### A. SAMPLE INTERACTIONS REGARDING DIVIDEND / REDEMPTION:

1. **What is the rate of dividend that has been announced?**  
Treat the interaction as a query.
2. **What is the amount of dividend / redemption that I will be getting?**  
Treat the interaction as a query.
3. **When will I be receiving the dividend / redemption amount?**  
Treat the interaction as a query.
4. **When will the scheme announce dividend?**  
Treat the interaction as a query.
5. **I have not received the dividend / redemption. (This interaction is within the time frame promised by the Fund)**

(Presumption: The OD/SAI states certain time frames i.e. 30 days from record date / 10 days from redemption request date as period during which a payout will be done. Regulation is also 30 / 10 days respectively)

Before recording the interaction, the following basic checks have to be done:

- a) Whether the unit holder is in the dividend payout option?
- b) Whether the unit holder has submitted a redemption request?
- c) Whether a dividend has been announced on the date referred by the investor

Since the interaction with the investor is before the internal TAT for dispatch of dividend is completed, the interaction should be **treated as a query**

6. **I have not received the dividend / redemption. (This interaction is after the time frame promised by the Fund)**

(Presumption: The OD/SAI says the Fund **endeavors to pay** dividend (this is deemed to be a promise) within 15 days from record date as period during which a payout will be done. For redemption say the promise is for 5 days after the redemption request is made. Regulation is 30 / 10 days respectively)

Before recording the interaction, the following basic checks have to be done:

- a) Whether the unit holder is in the dividend payout option
- b) Whether the unit holder has submitted a redemption request
- c) Whether a dividend has been announced on the date quoted on the date mentioned by the investor

If the investor is eligible to receive the dividend payout and the interaction with the investor is after the internal TAT for dispatch of dividend is completed, check for dispatch of dividend instrument and for rejection of instruction by the bank in case of electronic credit. If the dividend instrument has not been dispatched or the instruction of electronic credit has been rejected because of a fault of the Fund or its service providers like Registrar and Transfer Agent, then **treat the interaction as a complaint**. If this criteria is not met, i.e. the Fund has discharged its obligations for settlement, then this should be treated as a GRIEVANCE. However, if we find that in a situation, where the dividend / redemption proceeds are indeed not received (conclusively established) within a few days of the GRIEVANCE being recorded, it should be classified as a complaint. Same applies to a redemption not received, save the time frames involved.

**Due care and attention should therefore be given to GRIEVANCE recorded and its ultimate conversion as a complaint or otherwise has to be expedited**

7. The “payee” details / payable city on the dividend / redemption instrument are incorrect or because of this the electronic credit has not happened.

Check the application form for unit holder's name and bank account details. If there is a data entry error by the Fund or its service providers, treats the interaction as a complaint

If on the other hand, it is an error by the unit holder in providing information to the Fund, it should be treated as a GRIEVANCE (not reportable)

**8. The amount of dividend on the instrument / credited to the bank account is incorrect or the amount instructed by the Fund to the unit holders bank electronically is incorrect**

Check the application for what the unit holder has requested. There are two possibilities, one where the Fund / Registrar has made a mistake and second where the unit holder has made a mistake.

In scenario one, this is definitely a complaint

In scenario two, it should be treated as a GRIEVANCE (not reportable)

**9. Unit holder wishes to revalidate a dividend or redemption instrument and / or needs related information.**

Treat the interaction as a service request.

**10. Unit holder submits a dividend or redemption instrument for correction.**

In case of any mistake of the Fund or its service providers, treat the interaction as a complaint; else treat it as a request (where it is on account of inaccurate information provided by the unit holder)

**11. Unit holder has not received the dividend or redemption instrument that was sent for revalidation / correction.**

If the internal TAT (as defined in its service standards) has been breached, treat the interaction as a complaint else treat it as a GRIEVANCE where the Fund has met its promise but the unit holder has not received the same.

**12. Unit holder has not received the account statement reflecting the reinvestment of dividend amount.**

If TAT applicable i.e. SEBI-specified timeline of 5 days has been breached, treat the interaction as a complaint; else treat it as a query.

**13. Unit holder has received a payout of the dividend instead of reinvestment (or vice versa).**

Check the application form for unit holder's instructions. If there is a data entry error on the part of the Fund or its service providers, treat the interaction as a complaint. In any other situation, treat the same as a complaint

**14. Unit holder has requested for a reissue of a dividend or redemption payment.**

First, we need to check if such a request was received and whether it was acted as per the internal TAT. If not, treat it as a GRIEVANCE Other possibility is that the Fund has received the request and has dispatched the reissued the cheque. Need to check the records for having issued a cheque / effected a payout and whether it has been returned undelivered / unpaid. If so, then a reissue should be done and treat it as a complaint after conclusively proving the same.

**15. Unit holder has been charged collection charges while encashing the dividend or redemption instrument.**

Fund houses cannot charge bank charges along with dividend payments as only the collection bank can levy these charges. Hence, treat the interaction as a query in case the dividend instrument is issued as per the mandate given by the investor in his application form. If there has been a mistake in capturing the payable city, treat the interaction as a complaint. As regards bank charges levied by his banker, it should be treated as a GRIEVANCE

**B. SAMPLE INTERACTIONS REGARDING SYSTEMATIC TRANSACTIONS (REGISTRATIONS AND PROCESSING):**

**1. I have registered for an SIP, but the first installment has not been debited.**

Check if the registration has been completed in the folio and the bank has not debited the account for the reason "ECS debit

mandate not received". If so, check if there is a 30-day (This could however vary from Fund House to Fund House) gap between the time-stamp and the first SIP installment. If yes, treat the interaction as a complaint; else treat it as a query.

2. **I have registered for an SIP and the first installment has been debited. However, the subsequent installment(s) has not been debited.**

Treat the interaction as a GRIEVANCE since it is most likely to be an error by the investor's bank.

3. **My SIP registration has been reverted due to "Account description does not tally" or "No such account"**

Check the SIP application form for the account number quoted by the investor for ECS auto debit. If the investor has quoted an incorrect account number, treat the interaction as a GRIEVANCE. If the account number has been incorrectly captured by the Fund or its service providers, treat the interaction as a complaint.

4. **My SIP registration has been reverted due to "Miscellaneous"**

Since the reason "miscellaneous" normally indicates a rejection by the investor's bank due to technical reasons like "weekly off etc.,", treat the interaction initially as a GRIEVANCE. A further investigation may indicate that the interaction needs to be reclassified as complaint.

5. **My SIP transaction has been reverted due to "Insufficient funds" or due to reason "Account closed"**

Check the SIP application form for the account number quoted by the investor for ECS auto debit. If the account number captured is correct, treat the interaction as a GRIEVANCE. If the account number has been incorrectly captured by the Fund House or its service providers, treat the interaction as a complaint .

6. **My SIP registration has been rejected by the bank due to "Signature mismatch"**

Treat the interaction as a GRIEVANCE

**7. My STP / SWP transactions have not been effected or because his form was lost by the Fund House / its service providers**

Scenario 1 (where the transaction has not been registered / not registered properly by the Fund or its service providers)

This is a complaint

Scenario 2 (where the transaction not been registered properly because of unit holder's mistake in giving information)

This is a GRIEVANCE

Scenario 3: Where the application is submitted (investor has proof) and The Fund House or its service providers have not registered it as a consequence

This is a complaint

**The computation of the amount of STP by the Fund House or its service providers is incorrect.**

Scenario 1: Where the investor has provided correct information but computed erroneously by the Fund House or its service providers

This is a complaint

Scenario 2: Where the investor has provided incorrect information but computed correctly by the Fund House or its service providers (as per the form)

This is a GRIEVANCE

**8. The communication regarding the rejection of SIP / STP / SWP has not been received.**

Establish conclusive proof of having sent it within applicable TATs. If there is a failure, treat it as a complaint If not treat it as a GRIEVANCE

**9. Refund against incorrect SIP debit has not been received.**

Check for facts of the case and establish credit. If there is a credit and not be repaid within internal TATs, treat it as a complaint. If the same has been processed, dispatched and the unit holder has not received it, treat it as a complaint. Fund Houses need to ensure that there is conclusive proof about the facts of the case.

**10. My bank account has been debited twice for a single SIP registered.**

Establish the facts of the case first. If two credits have been received, it should be treated as a GRIEVANCE. However, if the Fund House or its service providers have processed it twice resulting in two debits, treat this as a complaint.

**Note:** We will have to check with the investor whether he has two SIPs with us for the same date. There could also be a possibility that the investor has SIPs with other fund houses, which needs to be established with the unit holder.

**C. SAMPLE INTERACTIONS (OTHERS):**

**1. I have not received my account statement**

Check for the following:

- a) Check for the investment in the first place, it could be an investment with another Fund House
- b) Whether the investor has opted for email in lieu of physical statement.
- b) If the option is physical statement, ascertain whether it has been dispatched
- c) After the above two steps find out the dispatch details.

If the conclusion from the above steps confirms error of the fund house or the service providers, then the interaction has to be classified as a complaint. Else it is a GRIEVANCE.

**2. Incorrect NAV has been applied for a transaction**

Check for the scheme details and what are the extant regulations regarding the applicability of NAV. If there is an error in pricing, treat it as a GRIEVANCE. If the Fund House or its service providers have processed the application correctly, treat it as a query.

**3. My request for change in bank account (or any other non-financial request) has been rejected**

Before recording the interaction, check if the requisite process for this transaction has been completed by the unit holder. Then check for the reason quoted for this rejection. If the unit holder has not provided all the required documents, treat the same as an interaction (this is not a GRIEVANCE/complaint or a query). If the unit holder has provided all the requisite information and the rejection is inadvertently done by the Fund House or its service providers, the interaction should be treated as a complaint

**4. I have noticed an error in processing of transactions**

First, check if the transaction is processed correctly in all respects as per the application and for pricing. If the error is on the part of the Fund House or its service providers, treat it as a complaint, else treat it as an interaction (where it was a unit holders mistake)

**5. My address (or any other static details) has been incorrectly captured in the folio**

Check if the address is captured correctly by the Fund House or its service providers. If the error is on the part of the Fund House or its service providers, treat it as a complaint else treat it as an interaction (where it was a unit holders mistake)

**6. I have submitted the request for receiving the PIN for transacting on your website, but haven't yet received the same.**

Check for facts of the case and establish them. If there is a delay in processing / not processed at all vis-a-vis internal TATs, treat it as a complaint. If the same has been processed, dispatched and the unit holder has not received it, treat it as a GRIEVANCE.

**7. GRIEVANCES against Fund House / Service providers for wrong information given out – either in paper form, advertisements, website etc**

Ascertain the facts of the case with evidence. If the Fund House or its service providers have erred, it should be a complaint. In



the absence of any evidence, which the Fund House should ask the unit holder / investor to submit to corroborate the claim, it should not be a complaint, but an interaction.