



DISTRIBUTOR SERVICES MANUAL

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INTRODUCTION

Distributor Services Manual

The distributor services manual places you in the lead by enabling you to utilize the range of services in the distributor login of www.mfs.kfintech.com.

- The manual provides you with complete information support that includes client information, transaction information, Business information and overall market information.
- The manual provides you with an In-depth knowledge of building customized reports that are convenient to use.
- The manual presents focused explanation of the core features and also the complexities of the online, mail back and subscription services provided on the website.
- The whole objective of enabling services is to provide ready, pre/post-processed information that would go a step further In business decision making for the distributor.
- In the following sections, we attempt to provide an insight to the various services, which should help a distributor to get more information about his clients and help him get a complete overview of the business done with adequate MIS reports to support various requirements.

What does the handbook offer?

- Our portal, mfs.kfintech.com is an integrated and client focused portal catering to the Mutual Fund Services (www.mfs.kfintech.com) is an integrated and client focused website catering to the mutual funds segment of the financial services industry.
- It addresses the twin requirements of business development and client servicing which are the objectives of any mutual fund.
- We take pride in presenting to you some of the key highlights of the website and the distributor services being offered.

Login & Registration

Distributor has to click on Sign Up on the login page of Distributor Services and populate the mandatory fields in a step wise process, which is:

- 01 Verification of ARN related details as per COMS data (PAN / email id & Mobile No)
- 02 Verification of mobile no through One Time Password (OTP) mechanism
- 03 Self-generation of User id and Password
- 04 Confirmation mail will be sent to the CDMS registered mail Id

In case of Forgot Password, distributor has an option to reset the password online by clicking on "Forgot Password" option wherein they have to give the inputs "user id" & "registered mail id" and Password will be triggered to the registered mail Id.

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SECTION 01

1. Login Based Services

1.1 Subscription Reports

- Using the subscription reports services, you can subscribe for any of the reports mentioned below, which would be triggered to the email id(s) registered with us, based on the frequency selected by you, delivered regularly and periodically to your mailbox.
- The reports are placed under two categories - Monthly and Regular on a periodical basis.
- The subscription services allow you to receive data on a regular basis, without you having to actually visit the site and request for a Mail back on a periodic basis.
 - Any customization preference of reports registered would be applicable to the subscription services also.

Monthly Reports

MFSD 302 - Market Size Estimation

- This report provides insight to the various KFinTech serviced Mutual Funds
- Upon subscription; this report will be sent to your registered email - id
- Report will be available in second week of every month.

MFSD303 - Ranking Report

- This is an investment performance report
- Available across Equity, Debt and Cash schemes for a given period
- Upon subscription, this report will be sent to your registered email - id
- Report available in first week every month.

Regular Reports

MFSD301 - Daily NAV

- This report gives you the NAVs of the fund schemes you have selected
- Subscribe to this Report to get your daily NAV updates

MFSD307 - Transaction Report

- This is a transaction report
- Upon subscription, receive reports on your registered email address
- Report available in CSV & Text Format based on the selected periodicity

SECTION 01

MFSD308 - NAV Report

- This report allows you to subscribe for NAV of the desired fund (s) in a given period.
- You can choose specific fund(s) & generate this report
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format based on the selected periodicity.

MFSD309 - Dividend & Bonus Information

- This report allows you to subscribe to Dividend and Bonus details declared by the funds (s) in a given period
- Upon subscription, this report will be sent to your registered email id
Reports available in Excel or a DBF format based on the selected periodicity

MFSD310 - Client Wise AUM report

- This report allows you to subscribe for AUM report
- You can receive your client AUM details based on the frequency
Reports available in CSV & Text format based on the selected periodicity

MFSD311- Investor Master Information

- This report allows you to subscribe to the master details of your active clientele
- Reports available in CSV & Text Format based on the selected periodicity

MFSD312- Transaction wise Investor Master

- This report allows you to receive your client's transaction details along with master details
- Reports available in CSV & Text format based on the selected periodicity

MFSD313- SIP Registration Report

- This report allows you to receive your SIP registration details
- Upon subscription, this report will be sent to your registered email Id Reports available in CSV & Text format on selected frequency

MFSD314 - SIP Registration Rejection Report

- This report allows you to receive your SIP registration rejection details
- Upon subscription, this report will be sent to your registered email id
-

Reports available in CSV & Text format on selected frequency

SECTION 01

MFSD315 - Purchase Rejection Report

- This report allows you to receive your Purchase rejection details
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format on selected frequency

MFSD316- Pre- Process Rejections Report

- This report allows you to receive Pre-Process rejection details
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format on selected frequency

MFSD327 - SIP Expiry Report -

- This report will provide you information on SIPs which have expired during the period.
- You can choose specific fund(s) & generate this report
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format based on the selected periodicity

MFSD331- SIP Termination Report

- This report allows you to receive SIP termination details
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format on selected frequency

MFSD339 - KYC Report

- This report allows you to receive KYC report details
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format on selected frequency

MFSD345 - Redemption Payout report

- This report allows you to receive redemption payout details
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format on selected frequency

MFSD347 - EUIN Remediation report

- This report allows you to receive EUIN remediation pending details
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format on selected frequency

SECTION 01

MFSD 347A - OTBM Report:

- This report provides the list of folios who has registered for one time bank mandate.

MFSD 348 - RUD Report

- This report will provide you the cheques / warrants details which are undelivered
- You can choose specific fund(s) & generate this report
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format based on the selected periodicity

MFSD 352 - NCT Report

- This report will provide you the Non-commercial Transactions which are processed in the folio during the requested period.
- You can choose specific fund(s) & generate this report
- Upon subscription, this report will be sent to your registered email id
- Reports available in CSV & Text format based on the selected periodicity.

1.2 Mail Back Services

- The Mail Back services tool aims to provide the more useful information support, tailor-made to suit your business requirements.
- Net AUM reports now are much more comprehensive, with 6 sub reports that allow you to view your AUM by City, Ageing of Assets, Status, category, Sub-broker, and Transaction type.
- Even your Market Movement can be requested on these groupings, while Top 5 Investors, Top 5 Maximum Age of Investors, Top 5 Most Frequent Investors, Transaction wise Brokerage Reports.
- SIP information would all be tools to segment your clientele and identify the most valuable accounts.
- Using the Mail Back services, you can request for any of the reports mentioned below, which would be triggered to the email id(s) registered with us also providing the same report in our service console option for downloading without waiting for the mail.
- Based on the selection criteria the report is generated and sent as an encrypted file, which can be extracted using the password Input at the time of requesting the report.
- Some of the reports have an option of customization which allow you the flexibility of selecting only the fields which you require in that particular report. Upon customization, all subsequent requests for desktop deliveries and online subscriptions would be triggered as per the customization preference selected.
- The reports will be processed on our servers as per your request and will be delivered to you right in your mailbox and our service console.

SECTION 02

Procurement Reports

MFSD201 - Transaction Report

- This is a transaction report of your clients for a given period
- You can choose any specific fund(s) & generate this report
- Reports available in CSV & Text format
- You can also customize this report as per your requirements

MFSD211 - Investor Master Information

- This report facilitates viewing the master details of your active clients for a given period
- You can choose any specific fund(s) & generate this report
- Reports available in CSV & Text format
- You can also customize this report as per your requirements

MFSD218 - Rejections Report

- This report facilitates tracking your rejections across fund(s) and scheme(s) for a given period
- You can choose any specific fund(s) & generate this report
- Reports available in CSV & Text format

MFSD221 - Transaction wise Investor Master

- This report facilitates viewing your Transaction details along with the Investor Master Details
- Reports available in CSV & Text format
- You can also customize this report as per your requirements

MFSD223 - Account wise Transaction Investor Master

- This report facilitates viewing your Transaction details for a specific account number along with the Investor Master Details
- Reports available in Excel /CSV & DBF format

MFS0224 - Account wise Investor Master Details

- This report facilitates viewing the master details for a specific account
- You can choose any specific fund(s) & generate this report
- Reports available in Excel /CSV & DBF format

MFSD248 - Mail Back SOA

- This service facilitates downloading the Bulk SOA
- You can generate SOA up to 500 folios at the fund level in a single report
- Reports available in PDF format

SECTION 02

BROKERAGE REPORTS

MFSD205 - Brokerage Report

- Access information about your Brokerage Payments across the funds serviced by us
- You can choose any specific fund(s)/ scheme(s) and date(s) & generate this report
- Reports available in CSV & Text format
- You can also customize this report as per your requirements

MFSD206 - Brokerage Earnings Report

- Access information about your Brokerage Payments (along with TDS) across the funds serviced by us
- You can choose any specific fund(s)/ scheme(s) and date(s) & generate this report
- Reports available in Excel /CSV & DBF format
- You can also customize this report as per your requirements

MFSD207 - Investor Brokerage Reports

- Access account wise brokerage payout details for the required fund(s) for a given period
- Reports available in Excel & DBF format
- You can also customize this report as per your requirements

MFSD208 - Transaction wise Brokerage Report

- View transaction wise brokerage for the fund(s) & scheme (s) for a given period
- Reports available in Excel format
- You can also customize this report as per your requirements

MFSD222 - Brokerage Report - Cheque number wise

- Access information for your Brokerage Payments cheque number wise
- Reports available in Excel & DBF format

MFSD238 - Brokerage Summary Report

- View Fund wise Brokerage Summary Data for selected period
- Reports available in Excel & DBF format

MFSD249 - Brokerage Consolidated summary report

- View consolidated Brokerage Summary Data for selected period
- Reports available in Excel format only

SECTION 02

MFSD250 - Snapshot for All funds report

- View your brokerage snap shot for the selected period
- Reports available in Excel & DBF format

MFSD260

Brokerage Warrant Summary Snapshot Report

- View Brokerage Warrant Summary Snapshot for All Funds for the selected period.

SIP /STP Report

MFSD227 · SIP & STP Expiring Report

- Provides insights about your SIP Investors whose plans are approaching maturity period
- Reports available in CSV & Text format

MFSD228 - SIP Transaction Level Rejections

- View your SIP Rejections Report by request.
- This is available in Excel and DBF formats.

MFSD229 · Closed SIP / STP Report

- This report provides insights about your Non-operational or Closed SIPs / STPs
- Reports available in Excel & DBF format

MFSD230 · SIP/STP Report

- This report provides insights about your SIPs / STPs
- Reports available in Excel & DBF format

MFSD231 · SIP Termination/SIP Pause

- This is your SIP Termination Report
- Reports available in CSV & Text format

MFSD243 · SIP Registration Report

- This Report provides you insights regarding SIPs/STPs/SWP registered during the selected period
- Reports available in CSV & Text format

MFSD244 - SIP Registration Rejection Report

- This Report provides you insights regarding SIP registration rejections during the selected period
- Reports available in CSV & Text format

SECTION 02

ANALYTICAL REPORT

MFSD202 - Net AUM Report

- Get insights regarding your AUM pertaining to your clients as on any given date
- You can choose any specific fund(s)/ all funds together
- You can also customize this report as per your requirements
- Reports available in Excel format

MFSD203 - Client-wise AUM Report

- This report provides master details of your active clientele and the AUM for a given period
- You can choose any specific fund(s)/ all funds together
- You can also customize this report as per your requirements
- Reports available in CSV & Text format

MFSD209 - CEO Summary

- This report provides you a performance snapshot of your clients
- Access information like top 5 purchases, top 5 redemptions, top 5 performing sub brokers, AUM etc.
- Graphically depicted information
- Reports available in Excel format

MFSD210 - Recently Exited Investors

- This report provides you information of your clients who have exited from fund(s)/Scheme(s) during the last three months
- Generate report for the last one, two or three months
- Reports available in Excel & DBF format

MFSD219 - Average AUM Report

- This report provides you information about your average AUM plan wise & ageing distribution often AUM
- Generate report each day of the selected month
- Reports available in Excel format

MFSD225 - Procurement Analysis

- This is your procurement report on various parameters like sub broker, city and slab wise
- Reports available in Excel format

MFSD245 - Redemption Payout Report

- This report provides you redemption payout information
- Reports available in CSV & Text format

SECTION 02

GENERAL REPORT

MFSD204 - Market Movement Report

- This report provides information your Asset Movement across different funds and schemes, during a selected period of me
- Sub report presents the market movement City-wise, by Ageing of Assets, Status wise etc
- Reports available in Excel format

MFSD212 - Top 5000 Profitable Investors

- This report provides information of your top 5000 profitable clients for a required fund for the last three months
- Generate report for the last one, two or three months
- Reports available in Excel& DBF format

MFSD213 - Dividend & Bonus Information

- This report provides information Dividend and Bonus details declared by the funds for any given period
- Reports available in Excel& DBF format

MFSD214 - Top 5 Investors

- This report provides information of your Top 5 Investors, ranking based on the largest AUM
- You can choose any specific fund(s)/ all funds together
- Reports available in Excel & DBF format

MFSD215 - Top 5 Maximum Age of Investors

- This report provides information on the top 5 listing of your investors based on the ageing of their investments
- You can choose any specific fund(s)/ all funds together
- Reports available in Excel format

MFSD216 - Top 5 Most Frequent Investors

- This report provides information on the top 5 most frequent Investors
- You can choose any specific fund(s)/ all funds together
- Reports available in Excel format

MFSD217 - NAV Report

- This report provides information on NAV of the desired fund(s) in a given period
- You can choose any specific fund(s)/ all funds together
- Reports available in CSV & Text format

SECTION 02

MFSD241 - Pending Process transaction Report

- This is a report on your investor transactions which are pending to be processed
- Reports available in Excel & PDF format

MFSD232 - PAN Missing Report

- This is your Missing PAN details report
- Reports available in DBF format

MFSD233 - Consolidate Report

- This is your consolidated report the list of all your clients who have transacted in a given period
- You can choose any specific fund(s)/ all funds together
- Reports available in Excel & DBF format

MFSD235 - Active / Inactive Investors Report

- This is your consolidated report the list of all your clients who have transacted In a given period
- You can choose any specific fund(s)/ all funds together
- Reports available in Excel & DBF format

MFSD236 - Pre-Process Rejection Report

- This report provides information regarding investor transactions which have been rejected
- Reports available in CSV & Text format

MFSD237 - Transaction Wise TI-TO Report

- This is your TI-TO transaction report
- Reports available in Excel & DBF format

MFSD239 - KYC Report

- This is your KYC status folios Report for one Month Period without any amount restriction
- Reports available in CSV & Text format

MFSD240 - INV KYC Report

- This is your investor KYC status folios Report for since inception or for specific selected period
- You can choose any specific fund {s)/ all funds together
- Reports available in Excel & DBF format

SECTION 02

MFSD241 - Pending Process Transaction Report

- This is a report on your investor transactions which are pending to be processed
- Reports available in Excel & DBF format

MFSD242 - BSE/NSE Report

- View your Investor transactions which are transacted on exchange Platform which is in the format of normal MFSD201 report.
- This is available In Excel / DBF format only.

MFSD246 - Folio Wise Transaction Report

- This report provides Folio Wise transaction Level data
- Report will be in the format of MFSD201/MFSD203/MFSD211 & MFSD243

Reports available in CSV & Text format

MFSD252 - Non- commercial Transaction Report

- This is a non-commercial transaction data report for all funds
- Reports available in CSV & Text format

MFSD253 - Missing information Report

- This report provides the missing information data of the investor In RTA records
- Reports available in Excel format only

SPECIAL REPORTS

MFSD247 - Special Reports

- EUIN Report - This report provides the list of folios with Valid & Invalid EUINs. This is available in CSV & Text format
- RUD Report - This report provides the list of folios for which is Return Undelivered. This is available in CSV & Text Text format
- PAN KYC Report - This report provides the KYC status at a PAN level. This is available in CSV & Text format
- One time Bank Mandate Details - This report provides the one-time Mandate Registration Status of the SIP folios along with the Bank, Start and End dates, Amount details. This is available in CSV & Text format
- Aadhaar status - This report provides the Aadhaar Linking status of all the investors along with PAN details and Investor Names. This is available in CSV & Text format
- Load Caption Master - This report will give you the load structure of each scheme.
- FATCA KYC Required - This report provides the non-compliant FATCA list of folios. This is available in CSV & Text format

- KYC Non-Complaint report- This report will give KYC Non-Complaint list of folios. This is available in CSV & Text format.
- Segregated Scheme report- This report will give segregated scheme folio list. This is available in CSV & Text format.
- No Nomination/Nominee opt-out declaration- This report will give No Nomination/Nominee opt-out declaration not available folio details. This is available in CSV & Text format.
- KYC Invalid Email Id/ Mobile Number- This report will give Invalid Email Id / Mobile Number folio details. This is available in CSV & Text format.

MFSD254 - 201 Satyug Mera Gold Plan

- This report provides the transactions details pertaining to Satyug Mera gold Plan.

MFSD248 - Mail back BULK SOA

- This report provides an option to download the 500 SOAs in single request.

SECTION 03

3. Reports Console

- This service is one of the best and advanced options which KFinTech is providing to distributors
- This enables the distributor to download the requested reports
- We are providing the historic reports for last three days from current date

SECTION 04

4. GST Invoice Management

- GST Invoice / Credit Note Download - Option to download the GST Invoices / Credit note for selected AMC for the selected period.
- Grievance- GST Invoice / Credit Note discrepancy - Submit your query online for any GST Invoice / Credit Note discrepancy
- GST Invoice / Credit Note Upload - Option to Upload your digitally/physically signed GST Invoice / Credit Note
- View submitted GST Invoice / Credit Note - Option to View your submitted GST Invoice / Credit Note
- Invoice Dashboard (Specific AMC) - Option to view the Invoice number along with the Invoices uploaded.
- Invoice Dashboard (All AMC's) - Option to view the status of the Invoices (Submitted / Not submitted) for any specific period.

SECTION 05

5. Update Alternate E-MailID

This is an option to update the Alternative Email ID by the distributor himself by entering the Additional Email ID and submit.

SECTION 06

6. Chart Busters

- Fund wise Weekly Business Activity - This option provides to view the Fund wise Weekly business done under your distributor code.
- Top 10 Investors by Asset Class - You can view your Top 10 Investors in any selected fund - Asset class wise.
- Top 10 Investors by Fund House - You can view your Top 10 Investors across the Kfintech serviced funds
- Top 10 Switches - You can view your Top 10 switch transactions in any selected fund.
- Top 10 SIPs - You can view your Top 10 switch transactions in any selected fund.
- Top 10 Subscriptions of the Week - You can view your Top 10 subscriptions of the week by Asset class wise (Liquid/Equity/Debt}
- Top 10 Redemptions of the Week - You can view your Top 10 Redemptions of the week by Asset class wise (Liquid/Equity/Debt}

SECTION 07

7. User Management

- We appreciate the importance of confidentiality of data and how critical this is for the distributors.
- Kfintech Mutual Fund services has now developed a facility using which, the Distributor can create group of users (Maximum 200 Users) and allow user access to the various reports depending on the requirement of the user.
- This facilitates restricted user access to the reports.
- The users when logged in, can access only those reports that have been assigned to them by the distributor.
- This adds another facet to the security of data.
- This feature allows you to create users and assign reports to them.
- This also provides information about the number of users created by you and the remaining number of users that can be created.

SECTION 08

8. Queries

- **Investor Query**
You can view the investor account statement based on entry of account number, application number, entry of a part of the investor's first name and cheque number of the Investment made and the PAN Number of the investor.
- **CKYC Details**
View the folio details against the CKYC number.
- **Client-wise Commission Details**
You can view the commission details earned on an account based on entry of account number
- **One-Time Bank Mandate**
This option provides the One Time Bank Mandate details for the given folio
- **Account level Profitability**
You can view the capital Gain or loss on a particular account, either Short Term or Long Term based on entry of account number
- **Dispatch Details.**
You can view the POD details of single folio for all transaction types
- **Distributor commission**
This report provides you to view the scheme/plan wise brokerage payment details for the selected period for selected brokerage type. Additionally, it provides the folio level details on selection of the scheme
- **Missing Information**
This option provides you the list of folio in excel format with details and remarks column will contains the details of missing information, so that you can collect the information from investor and send to KFinTech for updating.
- **Distributor Payout**
This option provides you the summary on brokerage payouts during the selected period for selected period in PDF format., this report provides you the date of instruments, month, cheque bank, cheque number, gross brokerage, recovery if any, and net brokerage amount
- **Brokerage Dispatch**
This option provides to view the information of your brokerage payment during the selected period for selected fund, this report provides the Information such as warrant amount, MICR no. from and to date, dispatch from, consignment number and type of brokerage
- **Capital Gains Statement**
This option provides to download the capital gain statement for the single folio for selected fund and for selected date, this report is available in PDF format.

SECTION 08

- **PAN Details**
This option is to view the PAN number of his clients by inputting folio and selecting the fund.
- **Multiple Account statements**
To download the multiple account statement of your clientele by uploading the folio at once, you can download up to 20 folios at once. In case of multiple broker codes under any folio those folio account statement cannot be downloaded for such folio you can view by using Investor query option.

SECTION 09

- **Market Movement for folio**
You can view the market movement of a selected account during a chosen period of time based on entry of account number
- **Top N Brokerage Earned Accounts**
You can view your top N brokerage earned accounts for selected fund(s) during a chosen period for selected brokerage type(s).
- **Top N Transactions**
You can view your top N brokerage earned accounts for selected fund(s) during a chosen period for selected brokerage type(s).
- **Brokerage Cheque No**
You can view brokerage details based on entry of the cheque number of the brokerage cheque received
- **Old and New Account Numbers**
You can download the old and new folio details of migrated funds from other R&Ts
- **Broker Annexure**
This option is to download the Broker annexure which is received from respective unit/ AMC along with cheque.
- **Pre-Process Rejections**
This option provides the Pre-process rejection details, by giving application number, cheque number or account number.
- **Market Size Report**
The Aggregate figures in this report contains the sum of all Mutual Funds for whom one of CAMS or KFinTech is the Transfer Agent.
- **Debit Card Status**
It provides the status of the debit card details.

SECTION 09

- **FMP_ULIP reports**
It provides the data for the FMP & ULIP schemes along with the folio details which are going to expire/mature in next 6 months.
- **PAN Portfolio**
It provides the portfolio of an investor for the given PAN no under the respective broker code.
- **Brokerage Snapshot**
It provides the snapshot of the brokerage for all funds for the respective broker code. It has to be generated for a month.
- **Brokerage Rates**
It provides the brokerage rates at fund level for the selected period.
- **EUIN Upload**
This option is to remediate the EUIN details online.
- **RMF Simply Save Reg Report**
This option is to view the folio's registered for simply save App in RMF.
- **APPS Features**
This option is to view the Auto Premium Payments for UC policies.

SECTION 10

10. Control Centre

- **Report Usage History**
This feature provides the status of Mail back requested along with details of the file name, size of the attachment & the dispatch time. It also shows the details of the Mail back reports requested in the recent past.
- **Distributor profile**
This section provides you the medium to update details pertaining to your contact details, contact persons & other important details with us. We would advise you to use this section whenever any changes happen at your end with respect to the details available in this section.
- **Change Password**
You are requested to use this service frequently, which ensures that unauthorized persons do not have access to your data.

SECTION 11

11. Information Centre

- **Product Codes**
The updated list of product codes assigned for various funds' scheme/plans are available as a download in the login. You are requested to periodically check for any new product codes in this section
- **Scheme Information**
Option to view the complete scheme master information for all AMC's.
- **Legal Documents**
This section provides you the information about the requirement of legal Documents for changes such as Addition of Joint Holder, Error in the name of the unit holder, change of order of Holding, Third Party Payment (Currently available for Liquid Funds only) MIS - placed / Lost - Dividends /Redemption Warrants, Change of Minority Status of Unit Holder, Change of name, Guardian, Appointment of nominee, Pledge of Units, Death of Single holder and Death of all Joint holders.
- **AMFI Code of Conduct**
This section clarifies and lists in detail, the Implementation of AMA guidelines on the Code of Conduct.
- **Revised Self Declaration**
This section provides the format for Declaration of Self Certification for Corporate ARMFA who do not have sub brokers.
- **DSS News Letter**
This section provides the DSS News Letter month-wise.
- **DHFL Pramerica Scheme Master**
Scheme merger information from Deutsche to DHFL Pramerica MF.
- **Merger of Schemes in Edelweiss MF**
Scheme merger information from JP Morgan to Edelweiss MF

SECTION 12

12. Support Centre

Distributor Manual

- The distributor services manual places you in the lead by enabling you to utilize the range of services in the distributor login.
- The manual provides you with total information support that includes client information, transaction information, business information and overall market information.

SECTION 13

- The manual provides you with an in depth knowledge of building customized reports that are convenient to use and are an indispensable tool for the distributors.
- The manual present focused explanation of the core features and also the complexities of the online subscription services, Mail back services and service console information provided on the website. We are confident that the present edition of the manual would satisfy the need of a handbook in utilizing the services.

Post your query

- This is a facility that helps you to post your query, select the query criterion and input the details in the provided text box. The query store in the mailbox of centralized distributor care team, team will forward to respective person for clarification.

Feedback

- Using this section, you can send us feedback on the various services being provided by us and your satisfaction with respect to the same. You can also provide us with valuable inputs on further service enhancements.

Escalation Matrix

- Distributor can follow the escalation matrix to route their queries.

SECTION 13

13. Class II DSC from KFinTech

- This option is to view the Digital Signature Certificate for e-tendering, Income Tax e-filing, e-auction and etc.

SECTION 14

14. Status of Self Declaration

- This option is to View the Self Declaration status for all funds / selected funds for any financial year.

SECTION 17

15. KORP Connect

KORP Connect is an online transaction facility to Non-Individual Investors offered by KFinTech Mutual Fund Services.

With KFinTech KORP Connect facility now you can -

- Funds Credit confirmation alerts for your transactions
- Make transactions online and track your transactions
- Check the balance of units in a folio
- Monthly product updates
- Online Statements
- This report provides an option to download the 500 SOAs in single request

SECTION 16

16. TRANSACT

This option directs you to Kfinkart DIT platform to initiate transactions. It gives you the power to invest, track and manage across a host of mutual funds, meeting all your transactions management needs

SECTION 17

ESCALATION MATRIX

Distributor Support Services (DSS)

LEVEL 1

mfdcare@kfintech.com

LEVEL 2

vandana.sinha@kfintech.com

LEVEL 3

santosh.mansingh@kfintech.com

RIA SERVICES

LEVEL 1

riacare.mfs@kfintech.com

LEVEL 2

chaitanya.challa@kfintech.com

LEVEL 3

santosh.mansingh@kfintech.com

Channel Partner Services

LEVEL 1

sdtieups@kfintech.com

LEVEL 2

chaitanya.challa@kfintech.com

LEVEL 3

santosh.mansingh@kfintech.com

Distributor Support Services (Exchange)

LEVEL 1

cpzx@kfintech.com

LEVEL 2

srinivas.s@kfintech.com
sagar.vaidya@kfintech.com

LEVEL 3

santosh.mansingh@kfintech.com



Our Contact

For Distributor Support
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Thank you.

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