

SECTION I: REGISTRATION AND KNOW YOUR CUSTOMER (KYC)

1. What are the Products/Services available on the Black App and Cleartax Save?

On Black App, one can avail the following services:

- Invest in Direct Mutual funds
- File Income Tax Returns
- Download rent receipts
- Use calculators such as Income tax calculator, HRA calculator etc.

One or more of the above services are available depending on the OS and App version of the user.

On Cleartax Save, i.e. <https://cleartax.in/save>, one can invest in Direct Mutual funds.

2. Which entities can open account on the BlackApp and Cleartaxsave?

As of now, only resident individuals can open an account on the Blackapp and Cleartaxsave.

3. How is BlackApp different from Cleartax Save?

CleartaxSave - <https://cleartax.in/save> enables you to view/transact on the web browser either on desktop or mobile whereas BlackApp (accessed on mobile) needs to be downloaded from the Android Playstore /iOS Appstore for viewing/transacting on the App. Alternatively, the app can be downloaded from <https://black-app.cleartax.in> as well.

4. What are the documents required and time taken for transacting after registration?

The account opening is paperless in case of KYC verified customers. In case of non-KYC verified customers i.e. First time investors in capital market, you need to submit:

- (i) Self attested PAN
- (ii) Self attested Proof of Identity (POI): **Anyone** - Passport/VoterID/Driving License/NREGA Job Card/Aadhar/ Population registration letter.
- (iii) Self attested Proof of Address (POA)**: **Anyone** - Passport/VoterID/Driving License/NREGA Job Card/Aadhar/ Population registration letter/ Latest utility Bill/ Property or Municipal tax receipt (*Utility/Property Tax/ Municipal receipt **not older than 2 months***)

*** POA needs to be submitted only in case the address mentioned on POI is different from the current address*

- (iv) KYC form
- (v) Cropped signature
- (vi) Photograph

(vii) FATCA declaration

The account opening is instant in case of KYC verified customers (except in case of discrepancies) and 3-4 days in case of non KYC verified customers.

5. Is offline registration option available?

No.

6. What are the registration charges?

As of now, there are no charges for account opening.

7. What is KYC? Why is it required?

Know Your Customer also called KYC is a verification process where a bank, financial institution or mutual fund house confirms and verifies the identity, address, source of income, tax residency etc. of their customers. KYC ensures banks, financial institutions and their platforms are not used for money laundering.

8. Is it mandatory to provide KYC documents?

As per RBI and SEBI rules and norms, it is mandatory for banks, financial institutions, mutual fund houses to carry out Know Your Customer (KYC) verification procedure before customers invest with them. Investors in mutual funds, people opening bank accounts with banks and customers availing financial services from financial institutions must mandatorily complete their KYC verification process by providing requisite KYC information/documents to these entities.

9. Without PAN card will I be able to complete the KYC?

Previously, PAN was not mandatory for mutual fund transactions of up to Rs 50,000. But now, PAN is a mandatory prerequisite for investing in mutual funds and other financial instruments.

10. Is IPV or In-person verification compulsory in completing the KYC?

As per the SEBI circular, In Person Verification or IPV is a part of the KYC process under the Prevention of Money Laundering Act (PMLA). It involves verification of the client and his/her KYC documents by the intermediary/financial entity **in person**. Every client must mandatorily go through the IPV.

11. Why does it take 2-3 business days to process KYC?

It takes time to verify the documents which are submitted as identity and address proof, which could be 2-3 business days. Moreover, the offline process may take up to 7 days.

12. Which address needs to be updated while filling KYC details?

The CKYC form captures your permanent address and your current address.

In case your current address is the same as your permanent address, you may use the same proofs submitted as Proof of Identity.

If your permanent address is different from the current address, then you need to submit proof for both the addresses. You must update your current residential address as part of KYC if you change cities. Mutual funds and financial entities send important communication to your permanent address filled in the KYC. You must update your current address to get relevant communication regarding your investments with financial institutions by downloading and filling up the 'KYC details change form' which you get from the AMC website or the Registrar and Transfer Agents (RTA) website.

13. Is it mandatory to provide aadhaar card?

No. You can submit other identity proofs listed in FAQ no.4 which are accepted as an alternative to the Aadhaar card.

However, you will require Aadhaar if you opt for eKYC.

14. I got two signatures in KYC documents, which signature will you consider for KYC verification?

You can use the signature you use for bank records to avoid mismatches in signature and other issues as KYC is vital for your mutual fund and other investments as well as opening your bank account.

15. Do I need to provide hard copies for KYC verification?

In case you are a first time investor / non KYC verified, you will need to submit your self attested KYC documents and KYC form which will be submitted to the RTAs to carry on the process of KYC verification. You will also need to undergo the In person verification or IPV.

In case you are already KYC verified and there is no change in your KYC information as updated with the RTAs, there is no requirement to submit the KYC documents. You would have to provide

relevant hard copies of POI/ POA for KYC verification if there is any change in your KYC information updated with the RnT.

16. Whether KYC verification differs from investing and ITR filing?

You have to compulsorily complete KYC verification before you commence your investments in mutual funds, bank FDs, PPF, post office schemes and even opening a savings bank account. It involves verifying your identity and address to prevent money laundering. You need a PAN and Aadhaar while filing ITR. Yes, KYC differs from filing ITR.

17. Is it mandatory to do online KYC, do you have the option to do this offline?

Yes, you can complete your KYC offline. You must download and fill up the KYC form from the websites of respective AMCs and RTA. Visit the KRA office and submit the requisite filled up form. You will have to attach copies of documents showing identity and address proof. Sometimes you may have to submit your biometrics.

18. When will I get the KIN number?

You get a 14-digit KYC Identification Number (KIN) after submitting the relevant KYC documents, which shows a successful CKYC status. All eligible applications get the KIN number from the CERSAI (Central Registry of Securitisation Asset Reconstruction and Security Interest of India) within four or five working days.

19. Why is it mandatory to enter occupation status while filling KYC details?

KYC has three levels of due diligence. You have the simplified due diligence (SDD) where the threat of money laundering is low. Customers who open low value accounts usually complete the SDD. You also have the basic customer due diligence (CDD) where customers fill the occupation status and income details. Based on these details and some others, some customers will have to undergo enhanced due diligence (EDD). It is mainly for customers who are perceived as high-risk and financial entities seek a deeper understanding to reduce the threat of money laundering.

20. Is FATCA/CRS details mandatory?

Yes. You need to get your account FATCA (Foreign Account Tax Compliance Act) compliant if you invest in mutual funds, insurance schemes or open a bank account. Moreover, you must also be CRS (Common Reporting Standards) compliant before investing in mutual funds.

In case you are not a tax resident of any other country outside India, you will have to submit a declaration confirming the same.

21. Can I use a HUF pan card for KYC verification?

Only individual persons can transact on the Black App. As an individual you cannot use HUF KYC details. You have to use your own KYC documents for verification.

22. Can NRI do the KYC verification process?

An NRI desirous of investing in Indian capital markets or opening a bank account in India needs to complete KYC by submitting the requisite documents and then verifying the identity through the In Person Verification (IPV). Currently, we allow only Resident Individuals to transact on our platform.

23. Is my KYC data safe? Will it be shared with anyone?

Yes, your KYC data is safe as it is stored on secure servers and networks. Banks and mutual fund houses never breach your KYC information to any third party.

24. What are all the documents required for completing the CKYC process?

To complete your CKYC you must submit documents such as the filled and signed CKYC form, self attested copies of PAN, POI, POA (*refer FAQ No.4*) along with your photographs. All eligible applications get the KIN (KYC Identification Number), a unique 14 digit number from the CERSAI (Central Registry of Securitisation Asset Reconstruction and Security Interest of India) within four or five working days upon successful CKYC verification.

25. Does the investor have to KYC/ CKYC formalities multiple times?

Once you are KYC/CKYC verified customer, your KYC information gets updated with the KRAs and CERSAI which can be accessed by various intermediaries. When you approach another intermediary subsequently, the intermediary can download and verify your details from the system of KRA or to take fresh KYC documents in case there is any change in the information updated with the KRAs.

Central KYC or CKYC is an Indian Ministry of Finance directive. It aims to create a single database of all KYC information of customers for easy verification and storage where individuals complete their KYC just once before investing across various financial entities.

26. Can I do either manual kyc or video kyc for verification?

Video KYC involves video based verification of the customers KYC details. It uses facial matching capabilities and audio-visual interactions to expedite the KYC verification process. You could opt for either manual KYC or video KYC for verification. *(please note: Currently Video IPV is disabled on the BLack App and Clear Web.)*

27. Can I upload the KYC documents in Mobile application or web?/ How can I do my KYC through Clear?

You can upload image proof of your address and identity documents on a mobile platform or <https://www.Cleartax.in/save> web portal and complete your KYC on mobile app (Black) or through <https://www.Cleartax.in/save> web portal. *(please note: Currently Video IPV is disabled on the Black App and Clear Web.)*

28. What happens if my KYC is rejected? Can I do the KYC again?

In case your KYC got rejected, the amount received from you towards your investment would be refunded in 5-6 days. You can do your KYC again by submitting appropriate proofs.

SECTION II: MANDATE RELATED FAQS

29. What is a Bank Mandate and why is it required?

Bank Mandate is the instruction that you give to your bank to ‘auto debit’ an amount as specified by you towards your investments in mutual funds on specified dates or at regular intervals. As you know that the systematic investment plan invests a specific amount on a regular interval in the mutual fund schemes, the amount so invested regularly is auto-debited from the associated bank account. Also, you can any time choose to schedule an instruction for debit towards mutual funds purchases. We send you a reminder 2 days in advance to the scheduled date so you can ensure to maintain sufficient balance in the bank account for a successful debit towards Mutual funds purchases.

30. Can I use credit card for Mandate Activation

No.

32. Is it mandatory to do Mandate for auto debit?

For any Scheduled SIP or a scheduled lumpsum mutual funds transaction to go through smoothly without any hassle, auto debit needs to happen. Auto debit can happen only if you successfully authorize and set up a mandate. You would get an alternative option to pay by a payment link in case a mandate is not set up. However, we strongly suggest you to set up the mandate as if the mandate is not set up, auto debit cannot happen and hence those transactions could fail.

33. How many days will it take to activate the e-mandate?

Once you set up an e-mandate by successfully authenticating on the net-banking login, banks take 2-3 working days to provide a confirmation. However, a mandate may be presented to the banks or payment gateways only 2-3 days in advance to the order placement date.

34. Do I need a separate e-mandate for every SIP?

You need to give just one mandate for all your SIPs. However, your SIP amount on any single order must be lower than the limit you have specified in the mandate. In case the maximum limit you have specified in the mandate is less than the total Mutual funds investments amount scheduled to be debited on any given day, we let you set up multiple mandates as well.

35. Would there be any charges if there are insufficient funds in my bank account to meet the SIP auto-debit? ?

When you set up an SIP through an e-mandate, an ECS (Electronic Clearing Service) mandate gets registered with your bank. If there's insufficient balance in your bank account to meet your SIP commitment, then the bank may charge you a fee called ECS charges. Moreover, ECS charges vary across banks. Please get in touch with your bank for more information on the ECS charges. We usually recommend you to maintain sufficient balance in your bank account to avoid ECS charges.

36. What are the mandate activation charges?

We do not charge anything to customers for this facility. However, few banks may charge customers an amount ranging from Rs. 1 to Rs. 5 for mandate registration. The charges are totally dependent on the relationship the customer has with their bank.

37. Why should the mandate authorization amount be more than the invested amount?

The mandate authorisation amount is the maximum amount that can be given for auto debit from your bank account. This is the maximum limit of approval per investment and will be extremely useful in case you choose to invest more in the future. Additionally, you don't need to create a new mandate until you reach and/or exceed the maximum approved limit. Please be assured, the amount will be deducted as per your active SIPs only. Further, the SIP amount cannot be higher than the set mandate amount.

38. After activation of a mandate whether the amount towards SIP will be debited in the same month?

Depending on your Mutual funds order schedule, if a mandate is active and there is a scheduled SIP or Mutual fund transaction, we present the debit request to the banks. It doesn't have anything to do with the month in which the mandate is set up. If there are no SIPs or scheduled transactions, then no debit shall happen.

39. What is the procedure for cancellation of the registration of e-mandate??

You can easily cancel your mandate by going to the Bank and Mandate header under the Profile section. Here you will find the list of all active mandates, you can click on cancel mandate and the mandate will be canceled post your confirmation.

40. Why do I cancel my one time mandate?

You may cancel your mandate in case you do not want to continue with the automated payment for your SIPs.

41. What is the turnaround time for cancellation of e-mandate?

The turnaround time for the cancellation of the e-mandate is around 15 days.

42. What are the SIP mandate dates for monthly deduction?

You could choose any date from 5th, 10th 20th of any month as the SIP mandate dates.

43. Can I temporarily stop my SIP deduction?

Yes, you can pause your SIPs and resume as per your requirement. You just need to login to Black app, navigate to dashboard, select the SIPs tab and pause SIPs from there

44. I don't have net-banking access. How to complete the bank mandate process?

At this moment, to set up an e-mandate, one needs to provide authentication to their issuing bank. This authentication can happen only if one has a valid net banking login. Bank mandate can't be set up without a bank account and a net-banking access. Please contact your bank and activate net banking for your bank account.

(Please note: Earlier mandate could have been set up using bank mandate but RBI has disabled that feature from April - 2021).

45. How to increase the mandate limit amount?

You have two options:

- Request for cancellation of current mandate and place a request for new mandate.

- If the invested amount is greater than the amount of mandate, the customer will be given an option to register the mandate once again.

46. Can I change the bank mandate if the existing bank account is closed?

Yes, you can change the bank mandate if your existing bank account is closed. You will have to register your new bank account to ensure the credit of dividends and redemption proceeds to the new bank account. You must fill a change of bank mandate form along with relevant supporting documents at the office of the mutual fund.

47. Is it mandatory to provide your own bank details for Bank mandate?

Yes, it is compulsory to provide your own bank details for SIP bank mandate.

48. How to deactivate Bank mandate?

You can drop us a request at invest@cleartax.in for de-activation of Bank mandate from your registered email id.

SECTION III: PAYMENT RELATED FAQs

49. What does it mean when Payment status is failed?

It means your payment towards SIP has not gone through because of either insufficient funds, wrong bank account details or other reasons such as technical issues from bank side.

50. How do I pause the SIP ?

SIP can be paused by accessing the Pause SIP option on the dashboard. SIP can be paused by selecting the particular SIP to be paused from the SIP tab in the Dashboard. Once the SIP view is open, once can select the option “Pause SIP” to stop SIP. You can resume the SIP till 6 months.

51. How to resume the SIP which was paused?

You can resume the paused SIP(s) by accessing the “resume” option by selecting the SIP to be resumed from the “SIP” tab in the dashboard.

52. How to change SIP installment date after bank mandate is activated?

You will not be able to change the date of your existing SIP. However, you can cancel your existing SIP and place another order with the intended date .

53. My amount is debited but I got a payment gateway error. What should be done?

Sometimes due to payment gateway error your account gets debited but the beneficiary account is not credited. It is mainly due to network issues from the bank side. If the transaction has failed, the amount will be credited back to your account within 5-6 working days. If the payment was successful, then the money goes towards your SIP payments after some time. You may connect with the support team by dropping an email to invest@cleatax.in for any assistance in this regard.

54. Can I use spouse bank details for payment?

No, you cannot use your spouse or any third party's bank account details for investments and mandates. .

55. Is it safe to provide my bank details for making payment?

Yes, it's perfectly safe to provide bank details for making your investments . The interaction takes place between the bank and the AMC (Mutual Fund House) and you are reassured of the safety of your transactions.

SECTION IV: PORTFOLIO ALLOCATION RELATED FAQs

56. When will the SIP amount get debited from my bank account in case of investments through mandate?

The SIP amount will get debited 2-3 working days before the SIP date chosen by you. You are requested to fund your account at least 3-4 days in advance of your SIP date to avoid failure of SIP transaction and related ECS charges. In exceptional cases, the SIP amount may get debited 1-2 days after the SIP date.

57. How will my investment reach the AMC?

The amount debited will be remitted to the respective AMC(s) by the payment aggregator/ payment gateway. The funds reach the AMC on the next day. Where the next day is a bank / national holiday, the funds reach the AMC on the next working day.

(Kindly Note: As per SEBI circular SEBI/HO/IMD/DF2/CIR/P/2020/175 dated September 17, 2020 read with SEBI circular SEBI/HO/IMD/DF2/CIR/P/2020/253 dated December 31, 2020, in respect of purchase of units of mutual fund schemes (except liquid and overnight schemes), closing NAV of the day shall be applicable on which the funds are available for utilization by the AMC irrespective of the size and time of receipt of such application.)

58. Will the NAV applicable for allotment be of the same business day as the date of payment?

You will get the NAV of the next business day as explained in *FAQ no 58*.

59. How much time will it take to get the folio number reflected on the dashboard?

About 2-3 working days once the payment is received and the transaction is processed by the AMC.

60. How will I get my folio, NAV and transaction details?

You can view the details of the folio number, NAV and transaction details on the Black mobile app dashboard. Alternatively, you can view this in the Consolidated Account Statement (CAS) which can be downloaded from CAMS website.

61. Do I get notification once folio gets allocated?

You are assigned a folio number when you invest in a mutual fund. You get a notification on your registered email ID once the folio gets allocated.

62. Will the folio number be the same for every fund?

When you invest in a mutual fund you are allotted a unique identification number called folio number by the AMC. All your mutual fund investments from the same AMC can be grouped under this folio number. However, you can have multiple folio numbers within the same AMC as well.

63. Can two folio numbers be created for the same scheme?

Yes.

64. Can I view investment details on a fund house website with folio number?

You can use the folio number to access your investment statement (Get details of your mutual fund investments) through the folio number on the fund house website after logging on to your account.

SECTION V: REDEMPTION RELATED FAQs

65. Why do you have the option to redeem either from units or amount?

You can opt for the unit-based or amount based redemption to redeem units from the mutual fund. Under the unit-based approach you specify the number of units of the mutual fund you want to redeem. Under the amount based redemption you specify the amount you wish to redeem and units get debited based on the NAV to match the amount you seek. The focus on offering these options is convenience to enhance the comfort level of investors in mutual funds.

66. How to redeem mutual fund units?

You can place a request for redemption through the dashboard by choosing the desired fund for redemption. If you are using Black app, login to Black, Navigate to dashboard, select the desired fund and click on Redeem.

67. What is the NAV applicable for redemption transactions? If I redeem today will I get the amount based on today's NAV?

For redemption requests received before 2 pm, the NAV of the same business day shall be applicable. For redemption requests received after 2 pm, the NAV of the next business day shall be applicable.

68. Do I get SMS after mutual fund redemption?

You will get a notification stating the number of mutual fund units redeemed or the amount you have redeemed.

69. Once the redemption order is placed how much time will it take for the amount to get credited in the bank account?

You have the mutual fund redemption amount credited to your bank account within 5-6 business days if the bank account details are accurate and belong to the same person whose PAN was tagged for investment.

70. Can I place a request for partial redemption through units or amount?

Yes, you can redeem partially (Some of the units you have invested) or part of the amount you have invested.

71. Will I get the notification SMS/mail once the redemption is processed?

Yes, you will get the notification SMS/mail after the redemption is processed.

72. Can I redeem the complete amount in ELSS (SIP) after a 3 years lock in period?

Each SIP investment in ELSS will be subject to a lock-in of 3 years from the date of allotment of units. For e.g. Mr. X has opted for investment in an ELSS for Rs 2000 per month under SIP mode for 2 years starting 1st January 2021. Thus, Rs 2000 will be invested every month from 1st January 2021 to 1st January 2023. Mr. X will be able to redeem the investment made on 1st January 2021

after 1st January 2024, 1st February 2021 after 1st February 2024, 1st March 2021 after 1st March 2024 and so on and so forth.

73. Whether redemption will be credited to the registered bank account?

Yes, the redemption amount will be credited to your registered bank account used at the time of folio creation unless you get the account details updated directly through the AMC or through Black by Cleartax.

74. Can I change my bank details at the time of redemption?

Not directly. However, you can place a separate request with the support team on invest@cleartax.in along with a complete set of required documents.

75. Can I redeem immediately after investment?

You can redeem mutual fund units after the allocation of units in your folio by the AMC which may take approx 5-7 working days, subject to the applicable exit load except ELSS schemes which have a three year lock-in period. Please refer to the Scheme documents of the respective scheme for information on the applicable exit load and other terms and conditions.

76. Can I switch the redemption amount to another scheme?

Currently, we do not allow direct Switch option on our platform. After redemption you must wait till the funds are transferred to your bank account. You can then re-invest to a mutual fund scheme of the same fund house or a different fund house of your choice.

77. I placed a redemption order, but money is not deposited to my Bank Account. What should be done?

It usually takes 4-5 working days for the amount to get credited to your bank account, after a successful confirmation from the AMC (Fund House). Even after waiting for 4-5 working days, if the amount is not credited, please check the bank statement & drop a mail to invest@cleartax.in

SECTION VI: INVESTMENT PROOFS

78. Where can I download the investment proof?

Investment proof can be downloaded from the Dashboard for ELSS (tax saving) investments under Section 80C. One needs to navigate to App > Dashboard > My reports > ELSS (80C), select the financial year and can choose to download the report or receive an email.

79. Will I get the investment proof for a non-tax saving fund?

While we do not send a separate proof, we send you monthly statements with all the relevant details such as Folio No., Fund Name, Investment Date, Invested amount etc. Alternatively, one can download the same by logging in to <https://cleartax.in/save/dashboard/portfolio> and selecting the month for which the statement is needed.

80. I'm unable to download investment proof. What should be done?

Please drop an email to invest@cleartax.in along with a screenshot of the error from your registered email ID.

