

PMS INVESTOR ONBOARDING PROCESS NOTE FOR DISTRIBUTION PARTNERS

1	Download blank forms from https://marcellus.in/forms/	<ul style="list-style-type: none"> Click relevant Strategy and Applicant Type Zipped folder of forms will be downloaded containing a/c opening forms, supporting document checklist, template soft copies etc.
2	Download Sample Forms https://marcellus.in/forms/	<ul style="list-style-type: none"> Reference for filling up the form
3	Check Clients' KRA Status & Remedy IPV/OSV Needs (refer to notes in next section)	<ul style="list-style-type: none"> Ensure KRA compliance of all to avoid account opening delays See next section on how to check for IPV requirement, and remedy
4	Fill the entire form in FULL CAPS – complete and accurate	<ul style="list-style-type: none"> Fillable PDF on screen - no need to print and hand-fill Refer to sample form and ensure all details are captured on your entire form
5	Attach ALL Supporting Documents Use Templates Provided	<ul style="list-style-type: none"> Include all supporting documents requested For supporting documents such as BR, etc - please use the template provided. Any alterations in text can cause delays
6	Print filled-in forms & documents, paste photos	<ul style="list-style-type: none"> Paste Photos on marked spaces Signature points are also well marked on whole file. All applicants must sign.
7	Get form + docs signed by client, and fee clause handwritten	<ul style="list-style-type: none"> Double check for signatures, and counter-sign any alterations
8	Send form back to Marcellus (Andheri Office)	<ul style="list-style-type: none"> Can also email scanned copy to onboarding@marcellus.in for review and discrepancy checks
9	Marcellus to review forms + notarise PoA & send for processing	<ul style="list-style-type: none"> Any discrepancies / deficiencies will be notified by email
10	Account Opened & Welcome Email Sent	<ul style="list-style-type: none"> MIM will notify partner, and share Welcome Email with client
11	Fund the Account & Share Proof (incl for top-ups)	<ul style="list-style-type: none"> From bank a/c in name of PMS a/c holder. Funding from diff a/c would be rejected. Sharing Funding Proof: i.e. copy of cheque / bank statement / transaction that clearly shows account name, date and amount and transaction reference number

Account Opening TATs (from receipt of complete and discrepancy free applications)

- Resident Applicant: 4 weeks given Covid disruption (usually 5 working days)
- Non-Resident: 4 weeks

TAT starts from the day completely filled, signed, non-discrepant applications with all supporting documents is received at Marcellus. If any subsequent discrepancies are identified, the TAT counter resets and starts from the day all discrepancies are resolved.

Address to send completed forms:

Marcellus Investment Managers Pvt Ltd
929 – DBS Business Center, Kanakia Wall street, Chakala,
Andheri Kurla Road, Andheri East, Mumbai, Maharashtra 400093, India

Frequently Asked Questions, and resources to help you

- 1) **Why is the account opening TAT so long:** due to Covid disruption our custodians are working with 20% capacity. Hence things are moving but moving very slow. Although this is committed TAT, we try our best to get accounts opened sooner (given all discrepancies are resolved). Usual TAT for resident account is 3-5 working days, and NR is 2 weeks.
- 2) **How do I contact Marcellus:** send us an email on onboarding@marcellus.in and your service manager will get back within few hours. Sometimes it takes longer but we aim to answer all emails by end of day (if received before 5:00 pm). For urgent queries, you may call your Service Manager.
- 3) **How do I check whether IPV is required for the applicant:** Because IPV cause substantial delays, we have dedicated a whole section on IPV. See next page.
- 4) **Blank Forms for sign-up:** download from www.marcellus.in/forms. Select right form for strategy and account type. Forms are fillable-PDF and it only takes 10 mins to fill the entire form.
- 5) **Help with form filling:** Download the right sample forms from www.marcellus.in/forms and use it as reference to fill form at your end. Please note that we accept only fully filled forms. Part-filled / blank forms will be sent back
- 6) **Supporting document checklist:** can be download from www.marcellus.in/document-checklist
- 7) **Status update on account opening:** drop us a line at onboarding@marcellus.in and we shall share update within few hours. As soon as account is opened, we will notify you.
- 8) **Discrepancies in account opening:** Any issues or discrepancies in submitted application, we will contact respective relationship / service manager asap.
- 9) **Frequency of processing update:** We get update from custodians **only once a day**, the same would reflect on the report shared with your central team.
- 10) **Why is bank proof required for funding / top-ups:** to identify and map funds to correct account, to comply with PMLA regulations, and for proper record keeping to satisfy audit requirements
- 11) **Portfolio statements to clients:** Client can access portfolio reports 24x7 at www.clients.marcellus.in. Credentials are shared with the activation emails (when account is funded). Instructions [here](#)
- 12) **Portfolio statements to distribution partners:** Distributors are provided partner logins where you can download all client statements and data directly from www.clients.marcellus.in. Please ask your central / product team for details. We are unable to provide client statements on ad-hoc basis to partners.

Covid Update: What are we doing to keep moving with Covid:

- We have hosted all our **application packs on our website** to make forms available to clients and partners without constraints
- We have simplified the forms and made them **fillable on screen** to reduce need of printers and scanners.
- We are facilitating paper movement by offering **courier delivery and reverse pick-up** (within Mumbai). Contact your service manager at Marcellus or drop an email to onboarding@marcellus.in
- **PoA Notary:** If the Power of Attorney can be notarised by partner / client - we can get the application in process on scanned basis. Signed forms must be sent to Marcellus as soon as courier starts moving
- Unfortunately, we or our custodians cannot conduct IPV's due to social distancing measures in place. Hence **only applications of KRA compliant applicants can be processed** until further notice.

Checking KRA details and need for IPV before submitting application

Before an application is processed for demat account opening, banks and intermediaries conduct checks on KRA to ensure that (1) details on KRA match with those on supporting documents provided, and (2) documents on KRA are valid. If details differ or documents have expired, an IPV is required for each such applicant to update records on KRA.

Identifying the need for OSV earlier in the process saves time as it can be conducted sooner reducing back and forth – resulting in faster account opening. We advise that before submitting any application, you check the KRA records with documents provided, and if needed, conduct IPV and get KRA updated.

How to check if IPV is required

If you have CVL login, we have included the steps to conduct checks below. If you are unable to do the checks yourselves, we request that you email us client's details and supporting documents to onboarding@marcellus.in before you send us the form. You can then either get IPV done yourself or we can arrange the same by our bank.

Process to check if you have CVL login credentials

1. How to Fetch Client Details from KRA:

- a) Login to CVL KRA - Select KYC enquiry – Enter PAN details:
- b) You can see on which KRA system the clients' KYC data is saved.
 - IF on CVL KRA - use option 'fetch KYC'.
 - IF on other KRA - select Interoperability - then select "fetch from other KRA" – enter PAN and DoB - select KRA and type as 'data only'.
 - For Images of documents available on other KRAs, select 'Interoperability' - select interop images – enter PAN and date of fetching KYC data. Occasionally the document availability may take more than 24 hours.

2. What to check:

- ✓ **Client details in application form and supporting documents MUST COMPLETELY MATCH with those on KRA:** These include client Name, PAN, Birth/Incorporation date, permanent & correspondence address
- ✓ **Address proof validity:**
 - Passport must be valid for at-least next 6 months
 - Utility Bills, Bank Statement must be issued within last 2 months.
 - Proofs without expiry date such as Aadhar card, Election ID card are okay.
- ✓ **Clarity of information:** All details on the documents fetched from aadhar must be **clear, legible** and without significant defects in image quality.

3. How to fix IPV needs

- ✓ If valid, use client details (address etc) same as available on KRA documents.
- ✓ Conduct IPV / OSV and modify details on KRA
- ✓ Notify Marcellus so that IPV can be arranged