

## General

- 1 One Time Mandate (OTM) is a facility (herein after referred as 'facility') whereby the Unit holder(s) can register a onetime mandate for any amount, as per their choice, with DSP BlackRock Mutual Fund ('Fund') and authorizing the Fund or DSP BlackRock Investment Managers Pvt. Ltd. ('AMC') and the bank to debit their bank account for payment towards various purchases or SIP instalments submitted through various modes offered or as may be offered from time to time by the AMC. It is an authorization to the bank, as indicated by the Unit holder(s) in the OTM form, to debit their bank account up to a certain limit in a day, based on their instruction to the Fund, whenever they choose to invest or start a SIP, through any mode.
- 2 Unless otherwise specified, the term 'mandate' in these terms and conditions refers to the specific bank and bank account number of the investor/s or unitholder/s as mentioned by them in the OTM form (mandate form) to be used for debits for payment towards lumpsum purchases or SIP installments.
- 3 This facility is available to all categories of investors who are eligible to invest in the schemes of the Fund from time to time. The AMC reserves the right to restrict or withdraw or discontinue the OTM facility to certain categories of investors or to any specific investor anytime at its discretion without assigning any prior reason thereof.
- 4 To avail of this Facility, the Investors/Unit holder(s) of the Fund shall be required to submit the onetime mandate complete with all the details in the designated mandate form. The AMC may in its absolute discretion and in the Unit holder(s) interest, request the Unit holder(s) for a verbal, fax or written confirmation of any registration request or subsequent transaction request and/or any additional information with respect to the mandate or Unit holder(s) authorization.
- 5 When a mandate is successfully registered with unitholders' bank and upon confirmation from the Fund, the Unit holder(s) shall have the flexibility to make lump sum purchases or register new SIPs in any of the schemes through various modes like a) physical mode without a cheque, b) sending an sms, c) calling up the Call Centre, d) online through designated website of the AMC; up to the daily maximum amount of the mandate so registered. There is no requirement of filling a mandate form every time for a new SIP, as long as the cumulative value of the installments for all SIPs registered is within the mandate amount for a day.
- 6 One Bank Account Number, One Mandate: In a folio, the Unit holder(s) can register only a single onetime mandate with a particular bank account number. In other words, for the same bank account number, the unit holder(s) cannot submit more than one mandate in a folio. However, to clarify, the Unit holder(s) can register multiple mandates of different bank account numbers maintained with the same bank or different banks.
- 7 Mobile Number and Email Id: Unit holder(s) should mandatorily provide their mobile number and email id on the mandate form. Where the mobile number and email id mentioned on the mandate form differs from the ones as already existing in the folio, the details provided on the mandate will be updated in the folio. All future communication whatsoever would be, thereafter, sent to the updated mobile number and email id.
- 8 Default Mandate: Where unitholder/s register more than one mandate in a folio over various periods of time, the last updated successfully registered mandate would be treated as the Default Mandate. On expiry of the default mandate, the last successful and live mandate out of the remaining mandates would be treated as the default mandate. In the absence of any specific bank account number mentioned for lumpsum purchases or new SIP registrations, default mandate and it's bank account will be considering for debiting towards payment of additional purchases and SIPs.
- 9 Modification of the Mandate: Unit Holder(s) have the option to modify the mandate to a higher amount or change the period by submitting a new mandate form by ticking on the provision in the form "Update mandate on" and providing all details on the mandate, duly signed by all the Unit holder(s) and the bank account holder(s) and submit it to the AMC / RTA. Request on any other forms or paper will not be accepted/processed and will be rejected. The new higher amount or change in period will be applicable only after confirmation of successful registration from the Unit holder(s) bank. In case where the unitholder chooses to reduce the existing mandate amount, he should discontinue the existing SIPs (covered under the higher mandate amount) to avoid failed transaction or reversals.
- 10 Cancellation of the Mandate: Unit holder(s) will have to submit the mandate form by ticking the option "Cancel mandate on" and providing all details on the mandate, duly signed by all the Unit holder(s) and the bank account holder(s) and submit it to AMC / RTA. Request on any other forms or paper will be not be accepted or processed and will be rejected. In case of cancellation, future installments of all SIPs registered under the said mandate will also stand to be ceased.
- 11 Expiry of the Mandate: The mandate will expire on the date reaching "Upto date" mentioned in the mandate form. As a result of the expiry of the mandate, future installments after expiry date of all SIPs registered under the said mandate may also automatically cease.
- 12 AMC reserves the right to reject any application without assigning any reason thereof. Incorrect, incomplete or ambiguous forms will not be accepted and will be returned to the investor within 20 days via normal post.

- 13 The investor hereby declares that the particulars in one time mandate and any subsequent transactions provided will be correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information or due to any reason by the investor's banker, the investor would not hold the Mutual Fund or the Bank responsible.
- 14 Please refer the SID, SAI and Key Information Memorandum, all Instructions, Addenda issued from time to time and available on Funds's website towards Applicable NAV, Risk Factors, Loads and all other information related to various requirements of the respective Scheme / Plan before investing. It is deemed that the investor has agreed to all the terms and conditions of the scheme, as prevailing on the date of the application and investment.
- 15 Unit holder(s) hereby confirms, acknowledges and undertakes to make payments for subscription of units from their respective bank account(s) only in compliance with applicable provisions relating restriction on third party payments as detailed in the SID / SAI and that the payment will be through legitimate sources only.
- 16 The Mutual Fund, its Registrars, Banks and other service providers shall not be liable for, nor be in default by reason of, any failure or delay in completion of its obligation under this facility, where such failure or delay is caused, in whole or in part, by any acts of God, civil war, civil commotion, riots, strike, mutiny, revolution, fire, flood, fog, war, lightning, earthquake, change of Government policies, unavailability of bank's computer system, force majeure events, or any other cause of peril which is beyond their reasonable control and which has the effect of preventing the performance of contract by them.

### **Mandate Registration Related**

- 1 The facility of onetime mandate registration may not be available with all the banks and branches all the time. Please note that the list of banks and branches may be modified/ updated/ changed/ removed at any time in future at the sole discretion of the AMC without assigning any reasons or prior notice. Some banks and branches may levy charges (in whatsoever manner) for mandate registration and / or transactions to their bank account holders, which will be borne by the account holder only and will not be borne by the AMC or the Fund.
- 2 The onetime mandate form signed by the Unit holder(s) and the account holder(s) will be lodged by the AMC/ RTA at its discretion, depending on the availability of the facility with different banks either under NACH (Debits) / ECS (Debit) / NECS / RECS or where the AMC may have a specific Direct Debit tie-up with the bank. Unit holder(s) agree to have authorized AMC or its representatives to register the mandate under any of the available facility of NACH (Debits) / ECS (Debit) / NECS / RECS / Direct Debits / Standing instructions. The mandates would be lodged by the AMC/RTA within a period of ten to thirty days based on NACH or ECS processing timelines, without any responsibility on the part of the AMC.
- 3 The responsibility of providing correct bank account information in the onetime mandate or any other application form for this facility solely rests with the Unit holder(s) and the AMC / Fund / RTA / Banks / Service Providers will not be responsible or liable for any loss, claims, liability that may arise on account of any incorrect and / or erroneous data / information supplied by the Unit holder(s).
- 4 Unit holder(s) need to provide along with the mandate form an original cancelled cheque (or a copy) with name and account number pre-printed of the bank account to be registered or bank account verification letter for registration of the mandate failing which registration may not be accepted. The Unit holder(s) cheque/ bank account details are subject to third party verification.
- 5 In case of folios where the mode of holding is 'Joint', the mandate has to be signed by all the joint account holders and it would be expressly understood that the signatories to the mandate have granted an express instruction to the AMC/RTA to treat the mode of holding to 'Anyone or Survivor' for availing this facility only specifically through SMS or Call or Internet or any other mode as may be offered by the AMC (example: email mode), so that these facilities can be availed by any of the joint holders.

In case of unit holder (s) other than the individuals, it is expressly understood that the signatories to the mandates are authorized and empowered to do so and transact using the said facility.

The Fund/AMC/RTA would purely act based on the valid mandate as well as transactions submitted, and all the Unit holder(s) would be bound by all the terms and conditions and would not hold the Fund/AMC/RTA for any loss or potential loss, in whatsoever manner.

- 6 It will be the sole responsibility of the unit holder(s)' bank and its branch to ensure proper registration of the Mandate and confirm registration. It is expressly clarified that the AMC/RTA/Service providers only act as a unit holder's messenger to unit holders' bank to register the mandate and will not be responsible for any action or inaction on part of the unit holders' bank. By signing the onetime mandate form, Unit holder(s) and the bank account holders hereby agree to have authorized the AMC/RTA to register the mandate and process any transactions received thereafter.
- 7 If no confirmation of registration or rejection is received from unit holders' bank, the AMC/RTA/it's agents will deem the mandate to be as registered. The Fund will endeavor to inform the Unit holder(s) through email/sms for cases where confirmation on successful registration / rejection of the mandate is received from the Unit holder(s) bank.

- 8 The Unit holder(s) agree that the Fund/AMC / RTA and their agents shall not be held liable for any unsuccessful registration and or transaction due to any action or inaction of the Unit holder(s) bank including but not limited to reasons mentioned below and agree to indemnify the Fund/AMC/RTA for all liabilities, losses, damages and expenses which they may consequent sustain or incur either directly or indirectly:
  - a. Loss of the mandate forms in transit from point of acceptance of the form to RTA head office and further to the Unit holder(s)' bank branch;
  - b. Non acceptance or rejection of the mandate for whatsoever reason by the Unit holder(s)' bank branch, with or without any reason assigned by the Unit holder(s) bank;
  - c. Non registration of the Debit Mandate by the Unit holder(s)' bank and branch;
  - d. Deemed registration due to non confirmation of registration or rejection by the bank and any subsequent rejection of debit of bank account for funds;
  - e. Non availability of funds in the bank account of the Unit holder(s) at the time of debit;
  - f. Rejection of registration or transaction debit for any reason or without assigning any reason whatsoever.
  - g. Signatories to the mandates were not authorized to sign and register the mandates.
  - h. Any late registration of the onetime mandate with the bank for whatsoever reason or rejection of lump sum purchases or SIP registration or installments with or without any reason, and will not be liable for any transactions not processed or reversed or rejected or any late debits to the bank account, till the mandate registration is successful.
- 9 The investor agrees to abide by the terms and conditions of NACH facility of National Payment Corporation of India (NPCI), ECS facility of Reserve Bank of India (RBI) as applicable at the time of investment and as may be modified or amended from time to time.

## Transactions Related

- 1 Unit holder(s) of the Fund can start investing using this Facility only after successful registration of the onetime mandate with their bankers and receipt of confirmation letter/ SMS/email from the AMC.
- 2 Unitholder/s or Investors can make additional purchases, start new SIPs in any of the schemes of DSP BlackRock Mutual Fund using this facility and through various mode like physical forms, online transactions, by sending an SMS or calling up the Call Centre.
- 3 Where multiple mandates with different bank account numbers are registered in a folio, the Unit holders(s) will have to specify the bank account from which the debit towards lump sum purchases, SIP registration should happen. In the absence of any such instruction, default mandate would be used for debiting towards lump sum purchases, new SIP registration subject to the mandate amount being sufficient to process such transactions.
- 4 The Unit holder(s) hereby agrees and confirms that the Fund is authorized to rely on any instruction received or purported to have been received from the Unit holder(s) through (i) SMS from registered mobile number; (ii) Call from registered mobile number to the Call Centre, (iii) internet online mode (iv) physical mode or through any other facility, as offered / introduced by Fund / AMC from time to time and such instructions shall be conclusive and binding on the Unit holder(s).
- 5 Transactions through Physical mode  
Investors can make lumpsum purchases using OTM facility, without giving a cheque or DD by filling up the necessary form/s as designated by the Fund and ticking on the payment option as 'Pay through OTM facility'.
- 6 Transaction through SMS
  - a. Investors/Unit holders can also transact by sending SMS from their mobile number as registered in the folio. Currently transactions like lumpsum purchase, new SIP registration, Switches, Redemptions are allowed through SMS. However, the fund reserves a right to withdraw or add any transaction through SMS facility.
  - b. For transactions through SMS, the investors/unitholders have to ensure to send the SMS in the right format with all details like keyword, amount, folio number, scheme details, ARN code where applicable, to the FUND/RTA to a designated number (currently 567672855). The entire SMS length should not be more than 160 characters. The current formats for SMS are mentioned at the end of the terms and conditions and may be modified at anytime by the AMC without any prior notice.
  - c. In case of any missing information or ambiguity in SMS sent towards SIP registration, by default the SIP will be registered for SIP date as 1st of the month and frequency being monthly. Similarly, for SIP and/or lumpsum purchases, the default scheme/plan/op-tion and sub-option will be considered as mentioned in the scheme offer documents of the concerned scheme.

- d. With the launch of OTM facility, the Fund is withdrawing its existing facility titled 'm-Invest' facility as OTM facility provides much more benefits and convenience. Existing Unit holder(s) who have registered under 'm-Invest' facility will be automatically covered and upgraded to OTM facility.
- e. M-Invest facility registered investors will be deemed to have accepted all the provisions, terms and conditions of OTM facility when they transact using SMS or any other mode. Further, such investors will be required to send SMS transactions as per new format only and any SMS as per m-Invest SMS formats will not be accepted.
- f. Unit holder(s) of the Fund agrees and acknowledges that any transaction, undertaken using the registered mobile number shall be deemed to be that of the Unit holder(s) irrespective of mode of holding.
- g. The request for transaction is to be considered as accepted only when a confirmation from RTA is sent to on the registered mobile number or email id of the Unit holder(s). In case of non-receipt of confirmation from RTA within a reasonable time, Unit holder(s) are advised to immediately call up the call centre on number 1800 2004499 to confirm the status of the transaction request. In case of receipt of multiple confirmations from the RTA against a single transaction request, the same needs to be brought to the immediate attention of RTA and the AMC.
- h. If the transaction through SMS is delayed or not effected at all for reasons of improper format or incomplete or incorrect information/key word or due to non-receipt of the SMS message by the RTA or due to late receipt of SMS due to mobile network congestions or due to any reason whatsoever, the Unit holder(s) will not hold the Fund, AMC and the RTA responsible for the same.
- i. The Fund will endeavor to send a confirmation of acceptance or rejection at the earliest but the receipt of the message to the investor will be subject to communication channels, network congestions, connectivity, etc. Any subsequent corrected transactions received in lieu of the rejected transactions will be processed as per the actual time of receipt of revised transaction.
- j. Where the unit holder does not mention any ARN Code of the distributor or sub distributor in the SMS then for the purchase or SIP transaction will be processed under such ARN Code of the distributor or sub distributor as was mentioned by the unit holder on the OTM registration form. Similarly, if the unit holder does not mention 'Direct' in the SMS and the unit holder had mentioned 'Direct' in the OTM registration form, then the purchase or SIP transaction would be processed as a 'Direct' transaction.
- k. In case a transaction is being triggered basis advice from the distributor, the unit holder should mention/intimate the Employee Unique Identification Number (EUIIN) of the Distributor in the SMS or call as the case may be. All purchases, switch-ins will be processed as "Execution Only" in the absence of any EUIIN details in the SMS or Call received.

## 7 Transaction through Call Centre

- a. Investors / Unit holders can also place purchase transactions or SIP registration by calling the call centre (current number 1800 2004499, or as may be displayed on the Fund's website from time to time) from their mobile number as registered in the folio.
- b. After due validation and providing requisite details as required for a transaction, the caller can place the transaction/s with the call centre.
- c. If the transaction through call centre is delayed or not effected at all for reasons of to non-connectivity or non clarity in call or non availability of call centre agent due to any reason whatsoever, the Unit holder(s) will not hold the Fund, AMC and the RTA responsible for the same. Any subsequent corrected transactions received in lieu of the rejected transactions will be processed as per the actual time of receipt of revised transaction.
- d. Where the unit holder does not mention any ARN Code of the distributor or sub distributor in the call then the purchase or SIP transaction will be processed under such ARN Code of the distributor or sub distributor as was mentioned by the unit holder on the OTM registration form. Similarly, if the unit holder does not mention 'Direct' in the call and the unit holder had mentioned 'Direct' in the OTM registration form, then the purchase or SIP transaction would be processed as a 'Direct' transaction.
- e. In case a transaction is being triggered basis advice from the distributor, the unit holder should mention/intimate the Employee Unique Identification Number (EUIIN) of the Distributor in the SMS or call as the case may be. All purchases, switch-ins will be processed as "Execution Only" in the absence of any EUIIN details in the SMS or Call received.

## 8 SIP Registration:

- a. With the introduction of one time mandate (OTM) facility, the mandate registration and SIP registration through OTM facility has been delinked. There are two separate forms, 1) for onetime mandate registration and 2) for SIP Registration. The one time mandate has to be submitted only once, except for modification of mandate.
- b. Where a onetime mandate is already registered in a folio for a bank account, the Unit Holder(s) will have to fill only the SIP Registration Form and there is no need of a separate cheque to be given along with the SIP Registration Form. Where the mandate is already registered, Unit holder(s) can also start a new SIP by sending a simple SMS using SMS facility.



- c. If SIP registration form and cheque is submitted with bank details of a city where the Mutual Fund does not provide the facility, first SIP cheque may get processed. However, future debits may not happen and SIP registration may get rejected. In case of rejection of SIP registration for any reason whatsoever, the Mutual Fund will not entertain any request for refund of proceeds of first cheque which is already processed. Investors will have to redeem the units allotted through first cheque at applicable NAV.
  - d. Where the mandate form and the SIP registration form are submitted together, debits for the SIP may happen only on successful registration of the mandate by the Unit holder(s) bank. The first debit may happen any time after five days from the date of receipt of the forms. The Fund / AMC would present the SIP transactions or lump sum purchase transactions without waiting for the confirmation of the successful registration from the Unit holder(s)' bank.
  - e. In case the onetime mandate is successfully registered, new SIP registration will take upto five days. The first debit may happen any time thereafter, based on the dates opted by the Unit holder(s).
  - f. The SIP period should cover minimum twelve monthly installments or four quarterly instalments. While the Fund and RTA reserve the right to enhance the SIP period to ensure minimum installments, even if the investor has submitted the form late or requested for a period less than minimum installments, they may reject the applications for less than minimum installments.
  - g. If start month for SIP period is not specified in physical form or SMS or call, SIP will be registered to start either in same month or the following month, based on receipt of instruction and the SIP date available / mentioned, subject to mandate being registered. If end month is not specified, SIP will be registered till December 2099.
  - h. If any time during the SIP period, the onetime mandate is cancelled, ceased, expired or revoked, future installments of all underlying SIPs registered under the said mandate will also stand to be ceased. Any SIP installments for which debit process has already been initiated before cancellation of the mandate will be debited from the Unit holder(s) bank account.
  - i. The SIP "End Month/Year" cannot be greater than the mandate validity period i.e. "Upto date". Any new SIPs will be registered only till the mandate validity period in case the end month for SIP is mentioned beyond the mandate validity period. If anytime during the SIP period, the onetime mandate is modified to reduce the validity period, future installments of all SIPs registered under the mandate will be deemed to have the end period coinciding with the mandate.
  - j. The existing SIPs already registered under erstwhile specific SIP Debit Form will continue to be processed as per the bank account specified and will not be linked with the new onetime mandate facility.
- 9 Purchases/SIPs under this Facility will be processed with the ARN code of the distributor registered or provided by the Unit holder(s) and consequently Unit holder(s) may be charged with transaction charges if the distributor has opted for the same. Unit holder(s) are advised to check with their distributors regarding the same.
- 10 Applicable NAV for the transactions will be dependent upon the time of receipt of the transaction through physical mode or SMS or Call or internet into AMC or RTA offices or server, electronically time-stamped and other factors like scheme, type of transaction, amount of transaction, date and time of realization of clear funds through banking channels, as per detailed provisions mentioned in Scheme Information documents and will be treated on par transactions received through other modes. For the purpose of this Facility, such AMC/RTA offices/Call centre/servers would be considered as an Official Point of Acceptance of the transaction.
- 11 The one time mandate is valid and may be revoked only by submitting a mandate form by ticking the option "Cancel mandate on" and submitting it to the AMC/ Registrar. Unit holders are requested to send mandate cancellation request at least 15 days in advance duly signed. Any debit towards purchase or SIP installments during the intervening period may be processed and Unit holder(s) account would be debited. The unit holders' agree that the cancellation/termination / withdrawal request is an authority to the AMC/Registrar to instruct the debit bank on discontinuation of onetime mandate and Customer will not hold Bank responsible for any SI cancellation based on AMC instruction.

### Bank Account Debit Related

- 1 It will be the responsibility of the Unit holder(s) to ensure that the cumulative transactions for the day for the SIP installments and lump sum purchases are within the mandate amount limit. Where multiple transactions, either for SIP installments or lump sum purchases are due for debit for a single day or where multiple investment requests are received through different modes in a single day and if the value of the cumulative debits exceeds the mandate amount, it may happen that some transaction may be rejected by the Unit holder(s) bank. The Bank may charge the Unit holder(s) for any failed transactions and it will have to be borne by the Unit holder(s) and not by the Fund or the AMC. The Fund may endeavor to give preference to the SIP installments and the lump sum purchases may be debited on the following days.

- 2 The bank account of the customer may be debited towards purchases either on the same day of due date or within one to seven business days depending on NACH / ECS settlement cycles. The AMC / RTA shall attempt to settle the transaction and debit the bank account by requesting the registered bank for release of funds generally within a period of one to seven banking working days. The investor undertakes to keep sufficient funds in their bank accounts till the date of debit. However, in case of non-receipt of the funds, for whatsoever reasons, the transaction shall stand cancelled/null and void and the units allotted, if any would be reversed. If the date of debit to the investor's account happens to be a non Business Day as per the Mutual Fund, execution of the ECS Debit / Direct Debit / SI may happen on non business day however the allotment of Units will happen as per the terms and conditions listed in the SID, SAI, KIM and all relevant Addenda of the scheme concerned.
- 3 For the purpose of lump sum purchases, SIP installments, the investor and/or bank accountholders authorizes AMC, its registrars, bankers, correspondent bankers and service providers, to raise a debit on the mentioned account with the bank branch. The investor and/or bank accountholders hereby authorizes the bank to honor all such requests received through AMC, its registrars, bankers and service providers to debit their Account with the amount requested, for due remittance of the proceeds to AMC as per the mandate. The investor/s or the bank accountholders shall not dispute or challenge any valid debit, raised under this facility, on any ground whatsoever. Investors will not have any claim against the AMC, service providers, bankers, correspondent bankers and service providers in respect of the amount so debited pursuant to the mandate submitted by the investor/account holder. Investor/s and/or the bank account holders shall keep the AMC, its Registrar, bankers, correspondent bankers and other service providers, jointly and or severally indemnified, from time to time, against all claims, actions, suits, for any loss, damage, costs, charges and expenses incurred by them, by reason of their acting upon the instructions issued by the named authorized signatories / beneficiaries.
- 4 The Unit holder(s) shall check their bank account records carefully and promptly. The Unit holder(s) will promptly inform the Fund in case of any erroneous or unauthorized transaction/s being processed, any erroneous debits. The Unit holder(s) should inform the Fund for such discrepancy within a period of ten days, failing which it will be deemed that there is no any discrepancy in the transactions which were processed.
- 5 Investors agree that the AMC may discontinue OTM facility as well as any SIP registrations for any investor / folio entirely at its discretion and advice banks for SI cancellation in case one or more debits are rejected and funds not received for any reason.
- 6 The unitholder understand that this Facility is merely a transactional facility offered and that the AMC/RTA will not be liable for (a) acting in good faith on any instructions received from the unit holder (b) error, default, delay or inability of the AMC/RTA to act on all or any of the instruction.
- 7 The unit holder shall always abide by the aforesaid terms and conditions while availing the facility and hereby undertake not to misuse the same and in the event of any damage shall indemnify the AMC/RTA for any loss arising therefrom.
- 8 The AMC may amend the above terms and conditions, at any time without prior notice to the unitholders and such amended terms and conditions will thereupon apply to and be binding on the unit holders.