

## Frequently Asked Questions for units into De-mat mode

### **What is De-materialization or conversion of Mutual fund Units into De-mat mode?**

In case investors are holding Mutual Fund Units in the physical form, (i.e. represented by a Statement of Account) they can convert this units into dematerialised form in their demat account with any Depository Participant (DP) of NSDL or CDSL. DP has enabled holding of mutual fund units [represented by Statement of Account] in dematerialised form. Investor can use their existing demat accounts for converting mutual fund units in dematerialised form.

*Please note that once mutual funds are in demat form, investors can sell/redeem units (other than listed scheme units) either through stock broker through the Exchange platform (BSE Star & NSE MFSS) or through their Depository Participant.*

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### **Can Non Resident Indians (NRIs) convert their Mutual Fund Units into dematerialized form through their DPs?**

Yes, provided the demat account is opened under the NRI category.

### **What will happen if there is a discrepancy in the details provided to the AMC and that provided to my demat service providers?**

If the key details mentioned in the application are not matching with the Depository data, then Units will be issued in Physical mode and Statement of Account will be issued to the Unit holder.

### **How do I redeem the units which are in my demat account?**

Redemption request can be placed through Depository Participants & Exchange platforms like NSE MFSS/ BSE STAR platform which are available for trading of Mutual Fund Units.

In case the Investor desires to redeem units through the mutual fund, the Dematerialised units have to be converted into physical form (represented by statement of account issued by the AMC) by submitting an application for Re-materialization of units to the Depository Participant. In such case application for redemption would be considered on the date when physical redemption slip is provided duly signed to the AMC.

### **When will the units reflect in my demat account?**

In case the **initial purchase** is done such that you have opted to receive units in demat mode, we will validate the demat account details provided by you with the respective depository participant. Upon successful validation, the units will be initiated for allotment in demat mode within 5 business days. For New Fund Offer within 4 business days from the date of allotment.

In case of allotment of units in dematerialized mode under **Systematic Investment Plan (SIP)**, the units will be credited to your demat account on a weekly basis (every Monday), subject to realization of funds in the previous week. For e.g. Units will be credited to your demat account on following Monday for transactions processed, subject to funds realized in the previous week (from Monday to Friday).

**If I have opted for 'demat mode', will I be able to transact through my demat account?**

**Yes**, you will be able to transact through your DP in your demat account.

**What is the procedure to convert my physical mutual fund units into demat form?**

a. Obtain and sign DRF: The first step, is to ask your Depository Participant (like ICICI Direct, Share khan, Reliance Money, etc.) for a 'Dematerialization Request Form' (DRF) for conversion of mutual funds units held in physical form into demat form. Once you have obtained it, kindly fill the DRF and sign it.

b. Submitting Documents and Acknowledgement: Kindly submit the duly filled and signed DRF alongwith Account Statement issued by us to the Depository Participant. Acknowledgement will be given by the Depository Participant for the document acceptance (subject to verification).

c. Processing: The Depository Participant (DP) will process the application for conversion of physical units into electronic form. For this, the DP would send the request form and Statement of Account to the Asset Management Company (AMC) / Registrar and Transfer Agent (RTA).

d. Confirmation: The AMC / RTA will, after due verification, confirm the conversion request sent by your DP and credit the mutual fund units in your demat account.

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In brief, you need to first start the process of conversion of units by obtaining the conversion request form (DRF) from your Depository Participant (DP). Fill up the form and submit it with the required documents and Statements of Account to the DP.

The DP will send the application to the fund house. The request will be verified by the asset management company (AMC) and the Registrar and Transfer Agent (RTA). The fund house will then confirm the request and credit the units to your demat account.

**What is the procedure to convert my mutual fund units from demat mode to physical form?**

You are requested to check with your Depository Participants (DPs) for the Rematerialization Request Form to convert mutual funds units held in demat mode to physical form.

**Can I transfer only partial units of my schemes to demat to physical or vice- versa?**

No.

**Will I be able to convert my folio from demat to physical or vice-versa if I have a lien marked under my folio?**

Units requested for Dematerialisation should be free from credit hold, lien or any other hold. In case any units are under hold for want of credit status, conversion will be processed only after clearance of such hold.

Dematerialisation request should not be submitted if the units are lien or locked for any Income Tax or other legal purpose.

**Will I be in receipt of any rejection intimation from the fund house due to non-conversion of units in case of lien?**

Rejection letter in such cases will be sent by the Depository Participants if the documents are not in order, units are under lock, or rejected by the Registrar during the conversion process providing reason thereof.

**Can I submit a request for change in my personal details to Mutual Fund?**

In case of changes to be done in any of below given details, you need to contact your Demat Service provider for the same.

- Investor Name
- Email ID
- Mobile Number
- Residential Number
- Investor Tax status / Category
- Mode of Holding
- First Holder PAN Number
- First Joint Holder, Second Joint Holder PAN
- Investor Address
- Date of birth

**Is it mandatory to mention the ISIN\* (International Securities Identification Number) of the Mutual Fund schemes while filling up the Conversion Request Form (CRF)?**

Yes, it is necessary to mention ISIN on the CRF. The ISIN details of the Mutual Fund Schemes held by you can be obtained from your DP or you can access the website link <https://nsdl.co.in/nsdlnews/hold-mutual-fund-units.php> and click on 'List of Mutual Fund ISINs' to know more about the ISIN details. Example;

(a) Name of the Mutual fund: ICICI Prudential Mutual Fund.

(b) Scheme Name: Infrastructure - Regular Plan – Dividend Payout.

(c) ISIN: INF109k01FB6

\*ISIN i.e., International Securities Identification Number is a unique 12 digit alpha-numeric identification number allotted to the Mutual Fund Scheme. Each scheme will have an unique ISIN.

**Is it required to submit a separate CRF for each folio number?**

Yes.

**What if the units are in locked-in and free under the same ISIN?**

You will be required to submit a separate CRF for locked-in and free units if such Mutual Fund Units (represented by Statement of Account) are held under the same ISIN.

**What if the name and pattern of holding in your demat account is different from the name and pattern held in Statement of Account? Example: demat account is in the names of X, Y and Z and the Statement of Account is the names of Y, Z and X.**

The name and pattern of the holding must be same in demat account and Statement of Account. As per the cited example, Mutual Fund Units cannot be converted into dematerialized form as there is a mismatch in the pattern of holding.

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*In case you need further assistance, you can reach ICICI Prudential Mutual Fund by:*

- *Phone: You may call the customer care helpline at 1800 222 999 (BSNL/MTNL lines) or 1800 200 6666 (non MTNL/BSNL lines) from 8 am to 8 pm, Monday to Saturday.*
- *Email: You may also email at [enquiry@icicipruamc.com](mailto:enquiry@icicipruamc.com).*

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