

FAQs for Two Factor Authentication (2FA)

- What is 2FA?**

As per SEBI regulation, all withdrawal transactions including redemption, switch etc. need to be authenticated by customer via OTP. This is called as Two Factor Authentication.
- Where will I receive the OTP?**

OTP will be received on email ID and mobile number registered in your folio.
- Where can I check my registered email/ mobile number in folio?**

You can check the registered mobile number and email id on the latest MF Statement received from AMC. It is also visible in encrypted form where OTP is to be entered.
- Can my email ID and/or mobile number registered in folio be different from one in Mirae Asset Sharekhan?**

Yes, it can be different. Depends upon the details while making investments either online/ offline.
- Can I change my email and/or mobile number in the folio?**

Yes, you can download a pre-filled form from your OTP authentication page. Also, you can contact your Mirae Asset Sharekhan investment advisor or visit the branch.
- Where should I submit the signed form?**

You may submit the duly signed physical form at any nearest Mirae Asset Sharekhan Branch or the respective AMC's CAMS/KFinTech office. Please [click here](#) to find the nearest Branch. You may also send it by post to our registered address: Sharekhan Limited, The Ruby, 18th Floor, 29 Senapati Bapat Marg, Dadar (West), Mumbai 400 028, Maharashtra, India. Tel: 022-67502000.
- How long will the OTP be valid?**

OTP will be valid for 24 hours.
- Though my email/ mobile number is correct, I have not received the OTP. What should I do?**

You can re-generate the OTP by clicking the link available at the page where OTP is to be entered.
- How long the Mobile / Email ID updation does takes place?**

It takes 2 to 3 working days from the day AMC/ CAMS/ KFinTech receives the application.
- I want to urgently redeem or initiate Switch and my details are not updated. How can I do it?**

You may alternatively download the pre-filled redemption form and submit it to the nearest AMC/ CAMS/ KFinTech Office depending on which RTA services the particular fund/fund house.

| MF Name | RTA |
|-----------------------------------|----------|
| Aditya Birla Sun Life Mutual Fund | CAMS |
| Axis Mutual Fund | KFinTech |
| Baroda BNP Paribas Mutual Fund | KFinTech |
| BOI AXA Mutual Fund | KFinTech |
| Canara Robeco Mutual Fund | KFinTech |
| DSP Mutual Fund | CAMS |
| Edelweiss Mutual Fund | KFinTech |
| Franklin Templeton Mutual Fund | CAMS |
| HDFC Mutual Fund | CAMS |
| HSBC Mutual Fund | CAMS |
| ICICI Prudential Mutual Fund | CAMS |
| IDBI Mutual Fund | KFinTech |
| IDFC Mutual Fund | CAMS |
| IIFL Mutual Fund | CAMS |
| Indiabulls Mutual Fund | KFinTech |
| Invesco Mutual Fund | KFinTech |
| JM Financial Mutual Fund | KFinTech |
| Kotak Mahindra Mutual Fund | CAMS |
| L&T Mutual Fund | CAMS |
| LIC Mutual Fund | KFinTech |
| Mahindra Manulife Mutual Fund | CAMS |
| Mirae Asset Mutual Fund | KFinTech |
| Motilal Oswal Mutual Fund | KFinTech |
| Nippon India Mutual Fund | KFinTech |
| PGIM India Mutual Fund | KFinTech |
| PPFAS Mutual Fund | CAMS |
| SBI Mutual Fund | CAMS |
| Sundaram Mutual Fund | KFinTech |
| Tata Mutual Fund | CAMS |
| Taurus Mutual Fund | KFinTech |
| UTI Mutual Fund | KFinTech |