

# BFM Online Mutual Fund FAQs

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## 1. What is BFM Online Mutual Fund?

BFM Online Mutual Fund is an internet based online investment service enabling you to make online transactions on [www.bonanzafinmart.com](http://www.bonanzafinmart.com)

## 2. How to register online for Mutual Fund?

Registering online with us is a one-time process. Just fill up our registration form online and send in the required documents as mentioned in the [Checklist](#)! And your account will be activated for Online Transaction and then you may purchase/sell anytime from anywhereanywhere!!! To refer a Demo on how to register, [Click Here](#).

## 3. What are the documents required for registration?

Basically you are only required to submit Account Opening form, Power of Attorney, SIP Mandate Form, KYC Form if KYC not done or KYC Acknowledgement receipt if KYC is already done, PAN Card Copy and a copy of Address proof as mentioned in the [Checklist](#).

## 4. How many days does it take to activate the account?

Your account will be activated within one working of when we receive the documents from your end. In case of SIP, you can invest in SIP Mutual Fund after 21 working days of submission of SIP Mandate Form.

## 5. Why sign Power of Attorney?

Power of Attorney (POA) is a simple, one-time document that allows [www.bonanzafinmart.com](http://www.bonanzafinmart.com) to buy and sell Mutual Funds on your behalf, with your consent.

The Power of Attorney helps us execute your buy or sell order with the Fund house. The buy / sell order when initiated by you on the website is sent to the fund house along with a copy of the POA. It helps the Fund House recognize who you are for facilitating the proper transfer of funds.

## 6. Is signing the Power of Attorney safe?

Yes. When you buy from [www.bonanzafinmart.com](http://www.bonanzafinmart.com), you pay by direct debit. Thus the money is directly transferred from your account when you purchase and is directly transferred to the respective AMC. Thus, the entire process is fraud free and safe.

**7. How do I transact through Online Account with [www.bonanzafinmart.com](http://www.bonanzafinmart.com)?**

You can make transaction in just few simple steps by selecting the AMC and the Scheme you wan too invest in. The amount will be debited/credited to the bank account you provided at the time of registration. For detailed information, [Click Here](#).

**8. Do I need to be KYC compliant for making online investment?**

With effect from 1st January 2011, Know Your Customer (KYC) norms are mandatory for all investors (including existing investors), who wish to make investments in Mutual Funds, irrespective of the amount of investment. In case you are not a KYC compliant investor till now, we request you to please apply for KYC compliance by submitting the KYC form duly filled with the required details along with the relevant supporting documents as mentioned in our [Checklist](#) . You also need to reapply for the KYC if your KYC was done before January, 2012.

**9. What should I do if I forget my password?**

In that case, click on 'FORGOT PASSWORD' link and fill in the User ID and click on submit. The password will be sent to your registered email id.

**10. Can I make online and offline transaction in the same folio?**

Yes, both the facilities are available. You can transact online as well as offline by submitting the respective forms along with documents at our corporate office.

**11. Can I modify /cancel my transactions?**

Yes, while placing any mutual fund order, modify or cancel option would be available to you till the final confirmation of the order is placed by you. Once you click on Final Confirmation you cannot modify or cancel the order placed by you.

**12. Will I get an online confirmation of my transactions?**

As soon as you confirm your order you can view the details of your transaction in the Transaction History. After two working days of transaction the same will reflect in your account statement.

### **13. Can I transact anytime during the day?**

Yes, you can transact at any time of the day. However, in order to get the NAV of the current day you would have to transact before the cut-off time of the scheme.

For all **Liquid Schemes** the transaction Cut-off time for placing online transaction is 11.30 am and the previous working day's NAV will be applicable for all transactions placed before 11.30 am. For all online transactions placed after the cut-off time in Liquid Funds the next working day's NAV would be applicable / as applicable based on Scheme Offer Document.

For all **Equity Schemes & Income/ Debt oriented Schemes** the transaction cut-off time for placing online transaction will be 1 PM and the NAV declared on the same day will be applicable for all transactions placed before 1 PM. For all transaction placed after the cut-off time the next working day's NAV will be applicable.

### **14. Can I purchase after the time which is displayed beside the scheme?**

In order to get the NAV of the same day, you have to purchase up to the cut-off time of the scheme, after which you will get the next day's NAV. (If the next day is a holiday, then the NAV of the next working day).

### **15. Is there a minimum transaction amount for each scheme?**

As decided by the fund, there is a minimum transaction amount indicated against each scheme. You can see the minimum transaction amount in the Purchase confirmation screen.

### **16. How do I convert my existing portfolio units to online portfolio?**

You can convert your existing mutual fund units to your online account by filling a Folio Conversion request form which is available with us. However this facility of Folio Conversion can be availed only if you're a sole holder in the physical units else your request cannot be processed. Fill in the existing folio number allotted for that scheme in conversion form. Once the units are converted into electronic form, the same will be updated in the Online Account

### **17. When will I be able to see my purchase details?**

The details of your transactions will be immediately updated in Transaction History. An email will also be sent to you and the entry in your portfolio will be displayed within T+2 days.

### **18. How does the Systematic Investment Plan (SIP) work?**

To schedule an SIP transaction first you have to submit a mandate form to us. *(Mandate is authority to debit your bank account with specified amount in specified time interval)*

Following is the flow for mandate registration and SIP transaction-

- Go to SIP tab - Mandate registration
- Take a print out of the mandate form, Fill out with details & Submit to us *(If you have already given us the SIP Mandate while opening account, then you need not do it again).*
- Check the mandate status after 21 working days under mandate status link. *(Mandate processing will take 21 working days.)*
- If the mandate status is successful then you can punch the transaction through SIP tab.
- You can cancel the SIP transaction through Cancel SIP link before 10 days of your SIP date.

### **19. If I change my address, what do I need to do?**

For change of address, you will have to send a request letter to distributor with both the old and new address mentioned in it. All the co-holders should sign this letter. It can be sent by post or faxed to distributor. Same applies to any other changes required to be made in the profile.

### **20. Can I transact on a holiday?**

Yes, you can place your request even on a holiday. However, the request would be processed on the next business day and respective NAV would be applicable as per the Mutual Fund's offer document.

### **21. I have logged in but after a while the system shows "Session Expired"?**

When you login a "session" is created. The system senses if there is activity happening during the session. If there is no activity for five continuous minutes, the session expires. This is for your own safety. If this happens, please logout, close the window, reopen and login again.

## 22. What all can I do on the Mutual Fund platform?

- Purchase Mutual Funds
- Purchase additional units of Mutual Funds you have invested in
- Redeem your investments from Mutual Funds
- Create Systematic Investment Plans
- Create Systematic Withdrawal Plans
- Create Systematic Transfer Plans
- Switch invested money between different schemes of same fund.

## 23. What can I do if I have any other Service Issues?

In case of any service issues, please contact us.

**We are Happy to Help You!**



Toll - Free  
1800220252



SMS BFM-MF to  
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