

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 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 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 Sharekhan Branch respective AMC CAMS/ KFinTech Office. Please [click here](#) to find the nearest office. You may also send it by post to our registered address: Lodha iThink Techno Campus, 10th Floor, Beta Building, Off. JVLR, Opp. Kanjurmarg Station, Kanjurmarg (East), Mumbai – 400 042, Maharashtra.

- 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