FAQs for Redemption and Switch Transaction

- **I placed wrong redemption/ switch request, can I cancel the order?**

  Order once placed cannot be canceled. For redemption in non-demat mode it will be executed only when the order is authenticated with OTP while for demat mode the order cannot be canceled.

- **My mutual fund units are held in demat account with joint holding and I cannot redeem it**

  Currently, demat transactions are not allowed for demat account with joint holding. To redeem, you can submit duly signed and filled NSDL/ CDSL MF Redemption Form.

- **I have not received OTP for 2FA to process switch/ redemption request in non-demat mode, how can I regenerate one?**

  Kindly check the registered email id and mobile number as displayed on the order confirmation page. You may request for another OTP on the authorization link sent on your email registered with Sharekhan.

- **I have received OTP, what is the validity of the OTP?**

  Currently, the OTP will be valid for 24 hours.

- **By when I have to authenticate the redemption/ switch request?**

  The redemption/ switch request for non-demat mode will be open till T+1 day, 9.00AM.

- **I have validated the switch/ redemption request but I have changed my mind. Can I cancel this order?**

  For units held in non-demat mode, switch/ redemption order once authenticated with OTP cannot be canceled. While for units held in demat mode, switch/ redemption orders once placed cannot be canceled.

- **I am not able to place switch request for my mutual fund units held in demat mode, what should I do?**

  Switch requests cannot be placed for units held in demat mode. It has to be redeemed and post credits of redemption proceeds, fresh purchase can be initiated.

- **I had purchased mutual funds directly from AMC/ other broker but cannot redeem the units which are held in demat account of Sharekhan, how can I redeem it?**

  To redeem such units, you can submit duly signed and filled NSDL/ CDSL MF Redemption Form.

- **What are the payment realization timeline from BSE?**

  These are managed by BSE. Please visit the link for more details https://www.bsestarmf.in/PaymentModeTAT.aspx