

1. Investor Onboarding Process for Marcellus PMS
2. Frequently Asked Questions and Answers
3. FAQ repository & Support Resources: <https://marcellus.helpscoutdocs.com/>
4. Frequently observed discrepancies in forms and paperwork

Onboarding@marcellus.in
<https://marcellus.helpscoutdocs.com/>

1. Investor Onboarding Process for Marcellus PMS

Blank Application Packs (common pack for PMS & demat)	<ul style="list-style-type: none"> • https://marcellus.in/forms/
Sample Forms (for reference)	<ul style="list-style-type: none"> • https://marcellus.in/forms/ • Download respective client category (Individual, HUF, etc)
Prepare Forms	<ul style="list-style-type: none"> • fill-in all details in both PMS and demat forms; tick applicable options as required
Check KRA & CKYC Information	<ul style="list-style-type: none"> • In case of mismatch with KRA / CKYC, modification should be initiated. • Application records match with KRA and CKYC can be sent for processing
Signatures	<ul style="list-style-type: none"> • Written declaration on fee schedule • Full client signatures as marked pages and photos. Initials are not admissible. • Witness signatures as marked • Any corrections should be counter-signed by all holders
Dispatch Forms to Marcellus	<ul style="list-style-type: none"> • Mailing Address: Marcellus Investment Managers: 929 – DBS Business Center, Kanakia Wall street, Chakala, Andheri Kurla Road, Andheri East, Mumbai, Maharashtra 400093, India
Forms Reviewed by Marcellus	<ul style="list-style-type: none"> • TAT for scrutiny from date of receipt: T+2 • Observations, if any, will be communicated to RMs emails provided in application
Demat account processing	<ul style="list-style-type: none"> • Complete demat application form sent for processing to respective custodian • Applications with no observations will be processed for demat activation
Account Set-up	<ul style="list-style-type: none"> • Welcome email with all account information sent to client and respective RM • Account ready to fund
Account Funding	<ul style="list-style-type: none"> • Bank transfer / stock transfer • Online account access credentials shared with client post account activation

2. Frequently Asked Questions and Answers

1) What are the current demat account opening TATs:

- Resident Accounts (Kotak) – 7 working days
 - NR Accounts (HDFC)– 15 working days
- TAT's starts from the day completed, signed, KRA compliant & discrepancy free application pack recd by Marcellus

2) Contact Coordinates:

- onboarding@marcellus.in
- Marcellus Investment Managers Pvt Ltd, 929 – DBS Business Center, Kanakia Wall street, Chakala, Andheri Kurla Road, Andheri East, Mumbai, Maharashtra 400093, India
- Phone: call your service manager at Marcellus

3) **Blank Forms for sign-up:** download from www.marcellus.in/forms. Select right form for strategy and account type.

4) **Help with form filling:** Download the right sample forms from www.marcellus.in/forms and refer for form filling at your end. Please note that we accept only fully filled forms. Part-filled / blank forms are sent back

5) **Status update on account opening:** drop us a line at onboarding@marcellus.in and we shall share update within few hours. As soon as account is opened, we will notify you.

6) **Discrepancies in account opening:** Any issues or discrepancies in submitted application, we will contact respective relationship / service manager asap.

7) **Why is bank proof required for funding / top-ups:** to identify and map funds to correct account, avoid 3rd party transactions, comply with PMLA regulations, and for proper record keeping to satisfy audit requirements

8) **Portfolio statements to clients:** Client can access portfolio reports 24x7 at www.clients.marcellus.in. Credentials are shared with the activation emails (when account is funded). Instructions [here](#)

9) **Portfolio statements to distribution partners:** Distributors are provided partner logins where you can download all client statements and data directly from www.clients.marcellus.in. Please ask your central / product team for details. We are unable to provide client statements on ad-hoc basis.

3. FAQ repository and Support Resources:

<https://marcellus.helpscoutdocs.com/>

4. Frequently observed discrepancies in forms and paperwork

Following is the list of frequently observed discrepancies – please check for these before submitting application as these can cause back-and-forth and delay account opening

1. KYC Information MISMATCH between form and proof
 - Address mismatch between KRA & CKYC.
 - Address mismatch between Account opening Forms & KYC proof submitted
 - Surname/Name different in Form & KYC proof submitted
 - Expired KYC Proof submitted.
 - Unclear copy of KYC Proof submitted - Face not visible/data not readable.
 - Sign mismatch found and client also not submitted different sign declaration page.

2. Missing information on form
 - Nominee PAN/ADHAAR not mentioned
 - Holder's DOB wrong / not filled
 - PAN Details not mentioned/ mismatch
 - Email ID forgot to mention/wrongly filled
 - Mobile No not written/invalid no given
 - Occupation not ticked
 - Share % of nominee not filled
 - Permanent Address not mentioned or incomplete.

3. Missing Signature/company Stamp
 - Client Sign left out somewhere in the forms/Tariff /Photo missing wherever required.
 - Witness Name & Sign missing.
 - Client Forgot to Counter sign at places when modification/changes done
 - KYC with no self-attestation by client
 - Entity Stamp missing in IPV Part & KYC part.

4. 5.Missing documents
 - Forgot to submit FATCA page/Nominee page/AOF 2nd Page/POA
 - POA not submitted

5. IPV/OSV Related
 - Entity Stamp/Employee Name & Sign Not Done
 - IPV & OSV Not specifically written/typed
 - SEBI Registration No. not mentioned

6. Improper Agreements
 - Franking not done
 - Agreement date not filled