

**Declaration for allotment of Internet Personal Identification Number (I-Pin)  
to access Subscriber Account**

*I acknowledge that I-Pin has been provided to me for viewing my NPS account information. I understand that the following online services will be available to me:*

- 1. Client master details and status of change detail requests*
- 2. Portfolio query*
- 3. Transaction history*
- 4. Request and print for Transaction Statement*
- 5. Grievance submission*
- 6. Reset of I-Pin*

*I also understand that the following services can be availed online only through the Nodal Offices:*

- 1. Change in Subscriber details such as demographic, employment*
- 2. Change in Subscriber scheme preference*
- 3. Switching of units from one scheme to another*
- 4. Reissue of I-Pin in case of loss of I-Pin/forgetting the I-Pin*

*I agree and confirm that the services offered hereinabove are only indicative and the CRA may add or remove any services, with the prior approval of the PFRDA, and intimate the same on getting the approval of PFRDA. I understand that I alone would be responsible for determining whether any investment, security or strategy or any other product, is appropriate based on my investment objectives and financial situation and CRA / NPSCAN website is not intended to provide any investment advice, and nothing on the Website should be construed as a recommendation, to acquire or dispose of any investment or to engage in any investment strategy or transaction.*

*I undertake to comply with all applicable laws and statutory requirements. Further, I agree to be bound by and to diligently follow and ensure compliance with the applicable rules, regulations and bye-laws of CRA which will be governed by Indian laws with Courts in Mumbai alone having jurisdiction. I shall also ensure that I do not use the website for any purpose which is illegal, improper or which is not authorised under the above Terms*

**T-Pin Terms & Conditions for Tele-query**

*For the purpose of these **Terms and Conditions**, **User** refers to Subscribers (employees of Central Government / State Governments registered with CRA) / Nodal Offices (such as PAO, PrAO or equivalent entities of Central and State Government which will interact with CRA under the New Pension Scheme); **Account** refers to the Subscriber's Permanent Retirement Account; **Tele-query** refers to CRA's tele-query facility including Interactive Voice Response (IVR) service and Call Centre facility; **T-Pin (Tele-query Personal identification number)** refers to a four digit number that is provided by CRA for accessing Telequery facility. By applying for the Telequery Service and accessing the service for the first time, the User acknowledges and accepts these terms.*

*CRA may provide the Tele-query facility by providing information through IVR system and/or through a Customer Care Executive (CCE) at the Call Centre. CRA shall endeavour to provide through the Telequery, various services ? depending on different types of Users – including but not limited to Enquiry of the balance and current value of the investment, Request for account statement, Change in T-Pin, Status of change detail request, status of grievance redressal and such other facilities as CRA may decide to provide from time to time. CRA reserves the right to revise, suspend in whole or in part any of the services provided*

*through Telequery (with prior approval of PFRDA) after communicating the User on the CRA website and other acceptable modes of communication.*

*To avail the Telequery, the User is required to identify himself/herself to the Telequery system by successfully validating the User id (such as PRAN, PAO id) and the T-Pin. The transactions done post the successful validation and the relevant records (which will be admissible in the event of any dispute) shall be binding on the User. The authority to tape or record the transaction over telephone is hereby expressly granted to CRA.*

*The User accepts that CRA has no means of verifying the identity of the person giving the telephone instructions using the id of the User. User shall ensure that the T-Pin is kept confidential and not let any unauthorised person including any employee or representative of CRA, voluntarily, accidentally or by mistake, have access to the T-Pin. If the User forgets / loses / misplaces the T-Pin or the T-Pin ceases to remain secret, the User undertakes to inform CRA immediately. If the T-Pin gets locked after a number of incorrect attempts, upto such number as may be intimated by CRA from time to time, User may send the reissue request to CRA. In case of a new T-Pin being issued to the User after necessary authentication, it will be charged as per the applicable charges and the issuance of a new T-Pin shall not be construed as the commencement of a new contract. CRA also hereby undertakes to indemnify the user harmless against any misuse or fraud committed either by its employees or agents or its Call Centres and their employees.*

*The User is aware and that the User accepts that the Call Centre facility of the Telequery Service would operate during timings specified by CRA from time to time. Further, the User shall ensure that the telephone being used meets the criteria. These Terms and Conditions will be governed by laws, rules and regulations issued by the Government of India from time to time. The Courts in Mumbai shall have exclusive jurisdiction over any disputes arising out of or in connection with this dispute*

*I / We accept the above Terms and Conditions. I / We shall abide by the norms, the Terms and Conditions for Users using T-Pin and agree not to hold CRA responsible for my / our actions relating to the use of Telequery facility.*