

Jaypee Infratech Limited –FAQs for Homebuyers 24.08.18

1. I have not received the Email for voting.

It could be due to the following reasons-

- The email ID registered with Jaypee Infratech Limited is not updated or correct.
- Voting mail may have gone into the spam folder. Please check the spam folder of your email and also mark it "Not Spam" so that you can get the mail in inbox from next time.
- If your registered e-mail id is your company's e-mail id and not personal e-mail id, then such mails may not deliver due to the internal security policies of your company. In such case, kindly use the voting instructions also provided on www.jaypeeinfratech.com and login.
- In case you have already participated in the pre-CoC voting, then you cannot vote post-CoC meeting and accordingly, you will not receive the mail for e-voting.
- You may not be part of latest constituted CoC. Please check your unit number / FD number in the latest CoC uploaded on www.jaypeeinfratech.com to confirm the same.

2. On the voting portal, my user ID is showing invalid.

It could be due to the following reasons:-

1. Unit ID not entered correctly.
 - For the Home Buyers, the user ID is the 10 digit alphanumeric unit ID as provided in Statement of Accounts (e.g. AMN0092319).
 - For FD Holders, the user ID is the 5 digit numeric FD number (e.g. 12345)
 - If any special character (-, ., @, !, .) are entered, it will not show as valid
2. In case you have already participated in the pre-CoC voting, then you cannot vote post-CoC meeting and accordingly, you will not receive the mail for e-voting and your user id will show invalid.
3. You may not be part of latest constituted CoC. Please check your unit number / FD number in the latest CoC uploaded on www.jaypeeinfratech.com to confirm the same.

3. I did not receive the OTP while logging in

It could be due to the following reasons:-

- The email ID or mobile registered with Jaypee Infratech Limited is not updated or correct.
- OTP may have gone into the spam folder of e-mail. Please check the spam folder of your email and also mark it "Not Spam" so that you can get the OTP in inbox from next time.
- If your registered e-mail id is your company's e-mail id and not personal e-mail id, then auto-generated OTP mails may not deliver due to the internal security policies of your company.
- The server could be busy. Try logging in again after 15 minutes.

4. I received the voting email earlier but have not received the same this time

- In case you have already participated in the pre-CoC voting, then you cannot vote post-CoC meeting and accordingly, you will not receive the mail for e-voting and your user id will show invalid.
- You may not be part of latest constituted CoC. Please check your unit number / FD number in the latest CoC uploaded on www.jaypeeinftratech.com to confirm the same.

5. Can I change my voting preference even after I have already cast my vote?

Yes, voting preference can be changed while the voting window is open.

6. I have more than 1 house unit /FDs , do I need to cast a vote separately for each unit / FD number?

Yes, votes need to be cast separately for each Unit ID and FD numbers.