

## **Important Update to Homebuyers on E-Voting for Election of Authorized Representative of Home Buyers for Project Monitoring Committee**

Dear Home Buyers,

This is in reference to the ongoing e-voting process for the election of Authorized Representative of Home Buyers for Project Wise Monitoring Committees from 16<sup>th</sup> September 2024 to 27<sup>th</sup> September 2024, instructions for which have been uploaded on the company website and shared via email to homebuyers on their registered email IDs.

The company has received multiple queries from home buyers with respect to technical difficulties encountered by home buyers while trying to vote during the initial phase of the e-voting process. Therefore, the company has decided to **extend the voting deadline till 03<sup>rd</sup> October 2024 05:00 PM** to allow additional time to voters facing technical issues. Further please refer below FAQs to provide answer to the questions being commonly asked by home buyers on emails/phone and in person.

### **FAQs for Voting**

#### **1. I have not received the email ID 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 case you are still unable to access these, kindly submit manual voting form to JIL CRC, instructions for the same are part of voting instructions duly circulated and uploaded on JIL website. (Annexure-1 of the voting instructions: [Link for voting instructions](#)).

#### **2. On the voting portal, my user ID is showing invalid or Page error on the OTP page.**

It could be due to Unit ID not entered correctly. The user ID is the 10-digit alphanumeric unit ID as provided in Statement of Accounts (e.g., KRH0231802). While entering 10-digit unit ID in the given tab there should not be any spaces.

#### **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.
- In case the issue still persists, request you to submit manual voting form as specified in the FAQ no.1 above.

#### **4. Malicious website while logging into the portal.**

If you're being redirected into another webpage kindly close the tab and try again with the correct e-voting website URL [https://jaypeeinfratechar.in/login\\_buyers](https://jaypeeinfratechar.in/login_buyers) .

#### **5. Name/Mobile Number/ Email Id reflecting wrong while logging into the portal.**

Please contact the JIL CRC team to confirm your updated details in the system or in case any updation is required in the details.