

Tender (Approach) Document

Online Account Opening (Limited Features) through e-KYC & OTP

- **Online Account Opening Process**

A new customer wishing to open online account (limited features) with Nainital Bank using the e-KYC (OTP) process has to provide following details -

Mandatory Details:

Aadhar Number
Mobile Number

Optional Detail:

Email ID
PAN Number

{Here – CAPTCHA is mandatory for Mobile Number and Email ID validation}

- **OTP Verification**

An OTP will be sent to the mobile number provided for verification. Upon successful OTP verification, the Aadhar validation process will be initiated. (Before sending OTP the given mobile number will be checked against the MNRL list available in the CBS system. If match is found message will be populated on screen that “Mobile number is present in MNRL list. Kindly visit the nearest Branch.”)

- **Aadhar e-KYC Authentication through UIDAI (Aadhar Data Fetching from UIDAI)**

The proposed solution will fetch the customer details directly from UIDAI using the Aadhar e-KYC authentication process. All fetched details will be shown in read only mode (non-editable).

{Here, if Customer Details like Aadhar Number, PAN Number are pre existing in CBS System, The Online Account Opening Process will terminate, with displaying the information Customer Account is already with Nainital Bank, Thank for Contacting Bank}

If not, Account Opening Journey will continue-

{Here – Customer under taking is required for submitting UID Number}

I accept the Terms & Conditions (Hyperlink) and Privacy Policy (Hyperlink) and give my consent to the Bank to use, share and disclose my communication contact details as per the attached usage note herein.}

- **Mobile Number Validation**

The mobile number submitted by the customer will be compared with the number registered with UIDAI.

- If match, the process continues.
- If not, the customer will be notified to provide the mobile number linked with customer Aadhar.
- If successful, the Account Opening process will continue.
- If not, the account opening process will terminate (Displaying Information Mobile Number Differs, **Thank for Contacting Bank**).

If not, Account Opening Journey will continue-

- **KYC Address**

- Customer address will be displayed as per Aadhar, which is received from UIDAI.
- Based upon the PIN Code of Aadhar (received from UIDAI) the customer will be given the option to select a nearby branch for opening the account.

After selecting the nearby Branch Account Opening Journey will continue and the process will move to next step.

- **Addition of Additional Personal Details**

Customers can provide the following additional details:

- Father's Name
- Mother's Name
- Marital Status
- Occupation
- Annual Income
- Education Level
- Religion

- Other details like Caste, Employment Types, Nature of Income, etc.

- **Nominee Details**

Customer will be able to add nominee detail for the account (under process to open).

- **Acknowledgement of Regulatory Compliance**

Customers must acknowledge and accept Regulatory undertaking like

- FATCA
- Undertaking for Minor to Major
- For Sending details to CERSAI for CKYC

- **Risk Categorization**

Option for customer to choose the Risk Category i.e.

Kindly Select applicable check box

Activity/ Nature of Business/ Services	Risk Category*
1- Politically exposed persons (PEP)	High
2- Individuals dealing in Antiques, Arms, Money services Bureau	High
3- Guardians of estates, executors, administrators, assignees receivers etc	High
4- Persons/ individuals with dubious reputations per public information available	High
5- None of Above	Low

***Apart from above rest will be in Low-Risk Category**

- **Review and Confirmation**

- Summary of all entered details is displayed on screen for customer review.
- If the customer wishes to amend any entered details, the abovementioned account opening process will recontinue.

- **Account Opening Confirmation**

Once all the above mentioned steps are successful completed, the system will display a confirmation page with the account number.