

## FREQUENTLY ASKED QUESTIONS (FAQS) ON VIDEO KYC (“V-KYC”) / VIDEO BASED CUSTOMER IDENTIFICATION PROCESS (“V-CIP”)

### 1. What is Video KYC (“V-KYC”) / Video based Customer Identification Process (“V-CIP”)?

- V-KYC or VCIP is a method of customer identification by an official of the Company by undertaking seamless, secure, real-time, consent based audio-visual interaction with the customer to obtain identification information including the documents required for CDD (Customer Due Diligence) purpose, and to ascertain the veracity of the information furnished by the customer. This process is treated as face-to-face process under Master Direction - Know Your Customer (KYC) Direction, 2016.

### 2. What are the pre-requisites for starting V-KYC / V-CIP?

Following are the pre-requisites for starting V-KYC / V-CIP

- Only the applicant (person who has applied for the credit facility) should connect on V-KYC call from a noise-free place that has ample light and clear background
- The applicant must be present in India
- The original PAN card should be available with the applicant during the V-CIP
- Applicant’s active mobile number should be linked with Aadhar to get an Aadhaar OTP
- Applicant should ensure that he/she is connecting using a stable Internet connection and is not connected with VPN
- Applicant should allow/grant access to his/her device’s location, camera and microphone for the purpose of V-CIP

### 3. How to connect for V-KYC?

- Applicant will receive a link on their registered mobile number / email-id for the V-KYC or the applicant may proceed for V-KYC through the link available on the dashboard of their application
- Click and open the link via Google Chrome and Safari
- Allow/grant permissions to access the camera, microphone and location (GPS), before initiating the V-KYC, by ticking the check box
- Click on “Proceed for Video KYC” button
- **Note: Video call must be completed within 3 days of generation of V-KYC link**

### 4. I am not able to connect to VKYC portal. What should I do?

- Check your network connection
- Check if you have allowed/granted camera, microphone and location (GPS) permissions
- V-KYC will only work if you are in-person present in India

### 5. Which documents are required to be kept handy for V-KYC?

- You shall ensure to keep the original PAN card handy for performing V-KYC.

### 6. I do not have my original PAN card but the VKYC link is generated what should I do?

- The V-KYC link is valid for 72 hours (3 days) from the time it is generated. You can connect anytime within this 72 hours period, whenever you have the original PAN card handy.

### 7. When can I do the V-CIP? Is it available 24/7?

- V-CIP is available between 9:30 am to 6:00 pm from Monday to Friday, excluding bank holidays.

### 8. Do I need to book an appointment to do V-CIP?

- No. V-CIP is available between 9:30 am to 6:00 pm from Monday to Friday, excluding bank holidays. You can simply click on the available V-KYC link and complete the V-KYC process.

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### 9. It says no agent is available for my V-CIP. What should I do?

- This can happen due to officials being busy on other V-CIP calls. In such a case it is advised to wait for an official to complete the existing call and get connected with you. The V-CIP calls are automatically routed to an available official.

### 10. What do I do in case a call gets disconnected midway or after connecting to a V-KYC Official?

- In case of the V-KYC call gets disconnected, you can simply restart the V-KYC by clicking on the same V-KYC link. This will work for all cases where the call gets disconnected except for the cases in which the case has been approved or rejected.

### 11. Can my father/son/daughter/husband/wife do VKYC on my behalf?

- No, as per RBI regulations only the applicant (person who has applied for the credit facility) should connect on V-KYC.

### 12. Do I have to be in India to do my V-KYC?

- Yes, you need to be in India to do the V-KYC.

### 13. Why do I need to give access to my location for the V-CIP process?

- According to RBI guidelines, you need to be in India to do V-CIP. Providing location access will help us ascertain your location. This is for verification purposes only and will not be shared with anyone.

### 14. Why do I need to grant access to my camera and microphone?

- Since it is a video verification process, we need consent to use your camera and microphone during the V-CIP. This is only for verification purposes and will not be shared with anyone.

### 15. Why do I need to stop my VPN?

- The RBI guidelines say you need to be present in India during the V-CIP. Your location can only be ascertained without a VPN. You can re-activate your VPN after the V-CIP is complete.

### 16. What is a best place to do VKYC?

- The best place to do VKYC is in a relatively peaceful environment with a good and stable network connection and sufficiently bright light.

### 17. What are the advantages of V-CIP?

- This is a contactless and paperless way to verify your identity. Best of all, you can do it without visiting the branch.

### 18. What precautions should customers take?

- Don't share the V-KYC link that you receive on your phone with anyone else.
- Connect for V-KYC only through the link provided on the dashboard of your application page or through the link received from us.
- Keep your Aadhaar information safe. Our official will never ask you to share your Aadhaar details on the V-KYC call.