

E-KYC Account Opening Process

Our Company's sales executive personally meets the client (individual/resident individual) while opening the account and obtains the requisite KYC information. Through the e-KYC app, only individual/sole accounts are opened.

Given below is the step-by-step account opening process:

1. Salesperson meets the client personally.
2. Salesperson enters client's PAN and DOB in the e-KYC application.
3. If the client is an existing KRA-compliant client, his data is fetched from the CVL-KRA site and will be populated on the e-KYC app.
4. Client's basic data like full name, father's name, gender, and nationality is fetched from CVL-KRA.
5. Mother's name (C-KYC compliance) is entered manually in the app by the sales executive.
6. Correspondence address of the client is also fetched from the KRA site.
7. If the client wants to keep correspondence and permanent address the same, he can opt for the "same" option. Otherwise, in case of any difference, the client provides separate address proof. The salesperson will take a photo of the other address proof and upload it to the e-KYC app.
8. Data fetched from KRA is non-editable at the time of account opening. If the client wishes to modify his KRA data, he cannot do the same on the e-KYC app. Once the account is opened, the client can submit a physical modification form and update his data.
9. Client's email ID is also fetched from the KRA site. In case of no email ID on KRA, the client gives a new email ID. The client will get the OTP on his email. He will inform the OTP to the salesperson, and the same is verified on the e-KYC app.
10. Upon completion of KRA data, client's trading account details (as per KYC norms) like trading preference in cash, FO, brokerage details, contract note preference, trading type, income details, FATCA declaration are entered in the app. (There is a provision in the app, "tax resident other than India" - refer to Annexure 1 screenshot from e-KYC app.)
11. Demat account opening option is given to the client. In case the client wants to open a DP account with Our Company, he can give his preference. Otherwise, if he has an existing DP account with some other broker, he will provide that data.
12. The client has to map bank account details, for which he provides bank account details to the sales executive like bank name, account number, IFSC code, MICR code. Bank details proof is submitted.
13. Nomination Form: The client can fill in a minimum of one and a maximum of three nominee details on screen.
14. Occupation and income range details are also asked from the client and entered in the app.

Once all data is provided in the e-KYC application, the sales executive will have to click and upload original proofs for vetting of KYC by the KYC processing department:

1. Client live photo - Through live photo link along with geotagging.
2. Original PAN Photo.
3. Original Address photo.
4. Bank (Cheque) photo.
5. Signature sample - photo
6. *IPV (In-Person Verification)*: In order to comply with the Regulatory norms for in case of the client being non-KRA compiled, our employee will do OSV (Online Source Verification) with a process similar to the present scenario. Once the KYC is approved by the KYC processing department (Please note, salesperson logs in to the app through his unique user ID and password. Upon completion of IPV, his name appears as the IPV person in the e-KYC. Like a STAMP), however, we are obtaining wet stamps of OSV and IPV from our employees on the copies of uploaded documents.

Our Company sales executive will now show the Account Opening form containing entire terms and conditions, Dos and Don'ts, Rights and Obligations, Tariff sheet as prescribed by the Regulator to the client as well as the client being able to view the same on his registered email ID. The client can read the same in the app itself, and the salesperson will submit the details with the consent of the client.

E-KYC Scrutiny by KYC Department

The KYC processing department will have a unique user ID and password tagged under the "KYC" bucket. The role of the KYC processing team is to check the online e-KYC details submitted by the sales executive along with the data submitted and proofs (photos) clicked against it.

- **Approved KYC:** A message is sent to the sales executive regarding KYC approval. Simultaneously, an SMS is sent to the client's registered mobile number about their unique client code (UCC).
- **Rejected KYC:** In case of any discrepancy in the submitted data and uploaded photos, a rejection alert is sent to the sales executive for necessary action.

E-Signature

E-signature is the digital signature of the client which is affixed on approved KYC documents. Before e-signing, the client can view the KYC details in PDF format on the salesperson's e-KYC app itself.

The e-sign is done through OTP verification. An OTP is sent to the client's mobile number. The client will give the OTP to the salesperson. Upon OTP verification, an e-KYC PDF will be

generated and the PDF will be e-signed by the client. (Client's name, date, and time will appear on the e-sign mark.)

A digital e-signature is affixed on mandatory places like:

- KRA Page
- Trading Declaration
- Trading Preference
- Our Company Declaration
- Our Company Tariff Sheet
- Trading Disclosures (as prescribed by Regulator)

E-signatures are also done on:

- ID proof
- Address Proof
- PAN
- IPV
- Power of Attorney Page
- Signature specimen

For the E-Sign Option:

- The client only needs to quote their VID (provided by UIDAI Site) on the UIDAI Site to get an OTP for e-signing. This will be generated through CVL e-sign services.
- However, if the VID is not quoted, it will not be e-signed, and the client has to submit the physical KYC copy duly signed by them.

Validation of e-Signature:

While e-signing, we are validating the following parameters:

- Client Name
- Aadhaar Number (last 4 digits)
- Pincode

Post Account Opening

After account opening, the sales executive will obtain the following signatures from the client on the Digital account opening form (wet signatures are obtained on annexure only). The account is opened only after verification of all details and proofs received through the e-KYC app. Also, e-KYC details are converted into a KYC PDF wherein all details are reflected.

Required Signatures:

1. Power of Attorney (POA): Client is required to mandatorily wet sign on the POA page as well.
2. Declaration: Client will do a wet signature on the declaration, which will confirm that the client wishes to open an e-KYC account.
3. Rights and Obligation booklet: As per Regulatory norms, the sales executive will give a separate booklet "CLIENT INFORMATION BOOKLET." This book contains Our Company, SEBI, and CDSL registration numbers, office address, details of the compliance officer, and grievance email ID.

Mandatory Trading and Our Company Compliances Provided to the Client:

1. Rights & Obligations of Stock Brokers, Sub-Brokers, and Clients
2. Risk Disclosure Document Guidance Note
3. Policies & Procedures (Mandatory Document)
4. Notice on Important Issues (Non-Mandatory)

As per SEBICIR/MIRSD/12/2013 dated December 04, 2013:

5. Rights and Obligations of Beneficial Owner and Depository Participant as prescribed by SEBI and Depositories