

KRA process

- On receipt of physical/online KYC from our branches/clients, we check and ensure that all the required columns are filled properly, duly signed / e-signed by the client and verified by our staff with supporting documents. And also check that IPV has been done at branch level along with details of staff who carried this IPV. If Manual mode of online KYC (except Digilocker/ KRA), client Video IPV is mandatory.
- Matching the client details with supporting documents (PAN and address proof)
- The client's PAN would be checked with KRA whether it is already registered.
- If already registered, we will fetch and verify the client details. If there is any change is found between existing and present details, the same would be updated it and upload the scan copy with KRA as per SEBI / KRA procedure
- If there is no change in client's existing details with KRA, we will download the previous scan file available at KRA and keep it in our folder
- If client PAN is not registered with any KRA, we will update it and upload the scan copy with KRA as per SEBI / KRA procedure
- If any change of address modification request, we ensure that it is updated with KRA as per KRA procedure.
- And also any client reactivation request, we will be confirming with client about any change in their residence details. If any change in existing details, we are updating with KRA as per KRA procedure, by collecting KYC documents
- We are doing KYC registration process (capturing & uploading scan copy with KRA) as per SEBI / KRA procedure

Apart from the above KYC registration with existing KRAs, as per SEBI circular no. CIR/MIRSD/66/2016 dated July 21, 2016 on operationalisation of **Central KYC Records Registry** (CKYCR) wherein the registered intermediaries were directed to upload the KYC data with CKYCR, in respect of all individual accounts opened on or after August 01, 2016.

Write up on KYC (Account Opening) process:

1. We check and ensure that all the required columns are filled properly, duly signed / e-signed by the client and verified by our staff with supporting documents. And also check that IPV has been done at branch level along with details of staff who carried this IPV. If Manual mode of online KYC (except Digilocker / KRA), client Video IPV is mandatory.
2. Matching the client details with supporting documents (PAN, address proof and bank proof)
3. 6 KYC attributes and nominee or nominee opt out is mandatory for all individual clients
4. Check with SEBI debarred list
5. Check client's PAN with Income Tax portal whether it is Operative or not
6. Check KRA status and if it is registered or KYC validated status, proceed for account opening
7. Process the forms at our back office
8. UCC upload on respective Stock Exchanges and upload client details with depository system to create demat account if client opted. Once client's demat account active and got status "Permitted to Trade" from Exchanges, will allow the clients to start the trading transaction.
9. Intimate the account opened details to the respective branches
10. Send welcome letter to the client, client master report, trading & back office login details
11. Process and upload the respective client's KYC with CKYCR

How to file a complaint?

Clients are requested to send their queries/doubts to the Company's helpdesk by mail, on helpdesk@indbankonline.com and in case of any complaints/grievances, if any, they are requested to write a mail on complaints@indbankonline.com. While raising a query or Complaint, clients are required to mention their PAN and client id.