

RE-KYC THROUGH VIDEO KYC

Frequently asked questions on Periodic Updation of KYC / re-KYC through Video KYC (VKYC) process

❶ Why Customer Identification procedure is conducted by Banks?

As per RBI directions, Banks are required to follow certain customer identification procedures while opening an account, while undertaking transactions.. Post identification and acceptance of customer, the bank opens an account for the customer.

❷ What does the term Periodic Updation mean?

It means steps taken by Bank to ensure that documents, data and information collected at the time of account opening is updated.

❸ Why the customer's data should be updated periodically?

As per RBI directions, Banks should periodically update the customer data periodically.

❹ What is the periodicity of reviewing the documentation / data or updation of KYC in Bank records?

Customer identification data (including photograph/s and address) shall be updated by Banks not less than once in ten, eight and two years respectively for Low, Medium and High Risk category customers.

❺ What are the different methods/ ways available to customer for updation of KYC?

Medium risk and High risk customers need to visit the branch and submit fresh identity, KYC and address documents. . However Low risk customers are enabled with various modes of updating their KYC subject to some conditions.

❻ What are the options available to low risk customers for periodic updation of KYC/ Re-KYC?

If there is no change in the identity and address of a Low risk customer, KYC can be updated through:

- (a) Internet Banking facility
- (b) Re-KYC updation Link provided through registered email id
- (c) Re-KYC updation link provided through registered mobile number
- (d) Through SMS

❼ What are the options available to low risk customers for periodic updation of KYC/ Re-KYC if there is change in their address and identity details?

In case there is change in the identity and address record as available with the Bank, then re-KYC can be updated by visiting the nearest branch of IDBI Bank and submitting the desired documents for identity & address proof, along with relevant application forms. RBI has now permitted that low risk customers can also update their KYC by using the Video KYC facility of the Bank.

❽ What is VKYC facility for updation KYC?

This is paperless, touchless and contactless online facility available to customers. There is no requirement of visiting the branch and can be done at the convenience of customer sitting at his place. Under Video KYC process, the customer will complete his re-KYC process through a Video session with Bank official.

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❶ What are the eligibility criteria for VKYC?

- i. The customer should be an individual and 18 years of age or above
- ii. A resident of India with a valid Indian address proof
- iii. His Mobile number should be registered with the Bank
- iv. email registered as per Bank records

❷ Whether a Non Individual customer (say Partnership Firm, Trust or a Company) can do Re KYC process through VKYC?

No.

❸ What is needed for doing a Re KYC?

- A mobile phone or desktop with camera and microphone access
- Internet connection [preferably 4G]
- Aadhaar Number
- Original PAN Card
- Blank white sheet and a blue/black pen for signature

❹ How to apply for Re V KYC?

Please visit <http://tiny.cc/do9utz> to initiate the Re KYC Process.

❺ What are the different steps involved in re-KYC through VKYC process?

Customer will have to fill basic information online. An official of the Bank will carry out basic checks through video interaction. The said official of the Bank will guide the customer through the process. Customer should keep original PAN card, Aadhaar, a blank paper, and a blue/black pen handy.

❻ What are the pre-requisites to keep in mind before doing re-kyc through VKYC?

- Please ensure that you have uninterrupted data connectivity when you are going through the Video KYC process.
- Please ensure that your background is blank. Also ensure that your background is light in colour (preferably white) and no other person should come into the frame during the Video KYC process.
- Please keep your Aadhaar number and your original PAN Card handy during the process.
- Please make sure that you have a blank white paper with black/blue pen available during the Video KYC process to provide your signature.

❼ Is Aadhaar required for re-KYC through VKYC?

Yes, Aadhaar is required to do the re-KYC through video KYC. Aadhaar authentication is done through OTP received on the registered mobile number.

❽ Is PAN required for re-KYC through VKYC?

Yes, physical PAN card is mandatory for doing the re-KYC through VKYC. You will have to show the original PAN card during the video call with our bank executive for verification purpose.

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❶ Can I do re-KYC through VKYC account opening through my mobile phone?

Re-KYC through V-KYC process can be done through mobile phone by clicking on <http://tiny.cc/do9utz> this is a progressive link which is compatible across various mobile devices.

❷ Can I complete re-KYC through VKYC through a web browser?

Yes re-KYC through VKYC can be done through the link that opens in a web browser. Make sure that you are using the Google Chrome browser to carry out the video KYC process. There is no requirement for any video calling applications such as WhatsApp or Google Duo.

❸ My video does not start on my browser. What should I do?

Re-KYC through VKYC can be done on Google Chrome for android mobile devices and Safari browser for Apple I-phones. On a laptop, it can be done on Google Chrome. If you are using other browsers like Internet Explorer, Opera Mini etc., then open the video KYC link in the browser as stated above.

❹ Why do I need to give access to my location for the video KYC process?

Providing location access will help us in ascertaining your location. According to RBI guidelines, you need to be in India to carry out the re-KYC through VKYC. This is for verification purpose only and will not be shared with anyone.

❺ Why do I need to give consent for my camera and microphone?

Since it is a video verification process, the consent to use the camera and microphone is needed to proceed with the video KYC process. This is for verification purpose only and will not be shared with anyone.

❻ What should I do if the video call is interrupted between due to connectivity issue?

If the video call drops in between, you may restart the video call again by visiting the link <http://tiny.cc/do9utz>

❼ I have tried carrying out the re-KYC through VKYC process twice, but I am not successful due to slow internet connection and video quality. What can I do?

Our bank representative will reach out to you to help you complete the process. You can also visit your nearest branch to complete the process.

❽ When can I carry out the re-KYC through VKYC process? Is it available 24*7?

You can carry out the re-KYC through VKYC on any day except Sundays and Bank Holidays between 10 AM and 6 PM.

❾ I have rejected location access by mistake. What should I do?

You need to grant location access to proceed with the video KYC. Follow these steps if you have blocked the location access by mistake:

- Go to Chrome settings
- Go to location
- Find the IDBI website link
- Change the permission to 'allow' from 'block'
- Click on Site Settings
- You will see a list of blocked websites
- Under permissions, select location



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❶ My communication address is different from my Aadhaar address. Can I carry out the re-KYC through VKYC process?

Yes, you can. You can add a new communication address at the application stage. After adding the new communication address, you can self-verify the address by ticking the self-verification box. There is no need to provide proof of current address necessarily, it is an optional requirement.

❷ No Bank official is available for the VKYC. What should I do?

We regret the inconvenience. Please check back later. We are open on all days except Sundays and Bank Holidays between 10 AM and 6 PM. Also, this can happen due to heavy traffic on our platform. We request you to please try again or schedule an appointment.

❸ Do I need to book an appointment for the completing KYC through video process?

Yes. You need to book an appointment for re-KYC through VKYC necessarily. You can select a date and a time slot as per your convenience. You will receive an email and SMS with the meeting details and the link to start the video for updating your KYC.

❹ Do I have to be in India to update my re-KYC through VKYC process?

According to the Reserve Bank of India guidelines, you need to be in India to carry out the video KYC process.

❺ I do not have any current address proof. Will that be an issue during KYC updation through VKYC process?

There is no requirement to show your current address proof. The permanent address is taken from the Aadhaar number that you provide during the online application. In case your current address is different from Aadhaar address, you can either upload a document as a proof or tick the self-declaration option.

❻ What data will be updated by the Bank after completion of video session.

Photograph taken during the video session
Address as chosen during the application stage
Signature obtained during the video session
Changes requested on title of account, educational qualifications, marital status, financial obligations
CKYC updation with CKYCR of CERSAI.

❼ Is the Process secure?

This is an end to end encrypted process

❽ Problem shooting

Customers can call our customer care number 1800-209-4324 or 1800-22-1070 or visit the nearest IDBI Bank branch for any trouble shooting issues or write to customercare@idbi.co.in