

## Process for Account opening with OTP

1. Business partner will speak to the prospect to convince him/her to open the account using Aadhar based OTP mechanism and also check if the client's mobile number is updated with UIDAI. If the same is not possible, then A/c opening under lockdown period will not be feasible.
2. If OTP available then BP needs to collect below mentioned documents
  - a. Photograph of original proofs – Pan, Permanent Address proof, Bank proof, Specimen Signature proof, Income Proof for FNO / Currency / Commodity
  - b. Collect client selfie photo and upload in CLIENT PHOTO option in Sharekhan Sales app
  - c. BP will make a video call to the client and take snapshot/Screenshot of conversation. This needs to be uploaded under OTHERS in application
  - d. BP will seek 10-15 seconds video (max 5 MB) from the client. The Video will be recorded by the client and the client needs to mention his name, today's date and hold all proofs in original (/Address proof/ pan card / bank) submitted to the SK representative. The customer will be provided a centralized email id [ipv@sharekhan.com](mailto:ipv@sharekhan.com) and send the same as an attachment with the unique reference number (PAN number & Form no) in the subject line. **(Video will be verified by centralized team to ensure client is alive at the time of opening account)** .
3. BP will punch the form in the Tab as per pan site.
4. BP will punch all the other details in the app and also verify the mobile number. It is mandatory to verify the mobile number and can't be skipped. Client needs to give OTP and verify link sent on email. All further communications will go on mobile and email.
5. **Brokerage** for all such clients will have to be default only and hence no separate pages are to be uploaded. Brokerage changes can be done later through normal process once the clients account is opened
6. **Nominee** will be marked as No for on boarding and hence no separate pages are to be uploaded. Nomination should be added later through a CMC once the clients account is opened.
7. **Physical POA** if signed & available with BP needs to be uploaded in POA. If POA is not available then CDSL account will be opened through E-DIS process.
8. Once BP uploads everything, Esign client & Esign employee needs to be completed through OTP.
9. The duly e-signed form will be received by the AOD team and they will verify the data and form.
10. The AOD team will additionally verify the screen shot taken of the customer during the interaction with the SK representative.
11. If the same is clear to move ahead, the clients DP and trading account will get activated

### **Clarity with regards to E-DIS**

1. Client will be sent OTP to his/her registered mobile number - (as per DP records)- and by providing OTP on Sharekhan Website / Trading screen client can place sell order.
2. Client will be unable to process DP to Margin if account opened through E-DIS
3. Per day total amount of sell order client can place is 25 Lacs (@ Portfolio level)
4. All E-DIS client - cannot Invest in MF instantly (unless they are already KRA registered)
5. IPO - will not be allowed for E-DIS customer.