

## Frequently Asked Questions (FAQ's)

### **1. What is Full KYC conversion?**

- a. Your Selfe Lite Savings account is a Half KYC account opened using your Aadhar and PAN number. This account is opened digitally without any physical meeting and hence as per regulation is treated as Half KYC account.
- b. Once you meet up with the Bank official or its authorized representatives and provide a biometric authentication of your Aadhar along with other details as required, your account will be converted to a Full KYC account

### **2. What are the benefits of converting my account to a Full KYC account?**

- a. There are many benefits of converting your Selfe Lite savings account to a Full KYC Selfe Digital Savings account, however we would like to list down a few for your easy reference:
  - i. You in for privileges with our best in class savings account products including WINGS and ELITE savings account
  - ii. There will be no restrictions on credit transactions applicable for a full KYC account as applicable on a Half KYC account and hence you will be able to earn better rate of interest
  - iii. Once you convert the account to Full KYC, you shall be eligible for a physical debit card, cheque book and other deliverables as available to a normal account
  - iv. You can also invest in Recurring deposits and Fixed deposits and avail the benefit of best in class interest rates

### **3. What will happen if I do not convert the account?**

- a. If you do not convert your Half KYC account to a Full KYC account, your account will be automatically closed by the bank on completion of one year from the date of account opening

### **4. How can I convert my Half KYC account to full KYC account**

- a. **Option 1:** you can visit the nearest branch with the original copy of your PAN and Aadhar Card and submit your documents to convert your Selfe Digital Savings account to any of our savings account product as per your requirement. Our bank officer will assist you to check for a suitability of product.
- b. **Option 2:** Equitas Small Finance Bank has authorized business correspondents who can help you to complete your KYC using biometric device and convert your Selfe Digital Savings account from the comfort of your home

### **5. Who are the authorized business correspondents of Equitas Small Finance Bank?**

- a. Airan Limited
- b. Novopay Technologies Ltd
- c. ECCOM

### **How will the Business Correspondent support to complete the KYC?**

### **6. Will Equitas bank Business Correspondent partner will call?**

- a. Yes the Business correspondent customer service will call you for an suitable date and time for enabling the conversion of account
- b. Please ensure you share your exact location and address details with the business correspondent for easy accessibility

### **7. Do I need to keep any documents ready?**

- a. NO there are no documents required. Only your biometric verification is necessary.
- b. Please ensure to be available at the communication address on the date and time of the appointment

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8. **IMPORTANT: DO I NEED TO PAY ANYTHING FOR THIS SERVICE?**
  - a. THIS SERVICE IS FREE OF COST FROM BANK
  - b. PLEASE DO NOT HANDOVER ANY CASH TO THE BUSINESS CORRESPONDENT
9. **IMPORTANT: DO I NEED TO HANDOVER MY DOCUMENT TO THE AUTHORISED AGENT?**
  - a. NO, PLEASE DO NOT HANDOVER ANY DOCUMENT TO THE BUSINESS CORRESPONDENT
  - b. PLEASE DO NOT SHARE PHOTOGRAPH OR PHOTOCOPY OF ANY DOCUMENT WITH THE BUSINESS CORRESPONDENT
10. **IMPORTANT: WHAT ALL INFORMATION SHOULD I SHARE WITH THE AUTHORISED AGENT?**
  - a. DO NOT SHARE ANY PASSWORD/ACCOUNT DETAILS/NOMINEE DETAILS ETC WITH THE BUSINESS CORRESPONDENT
11. **Signature Capturing Process:**
  - a. You need to sign on a blank page and allow the business correspondent to capture the image of the signature.
  - b. ONCE THE IMAGE IS CAPTURED SUCCESSFULLY, PLEASE DESTROY THE PAPER ON WHICH YOU HAVE SIGNED
12. **COVID 19 Measures to be followed:**
  - a. Please ensure to wear mask throughout the process of KYC
  - b. Ensure you sanitize your hand before and after the completion of biometric verification
13. **How much time will it take to convert my account post biometric verification?**
  - a. Your customer type will be converted to Full KYC immediately on successful biometric verification
  - b. Your account will be converted to SELFE Digital Savings account by default. In case you want to further change the variant to any other product as per your requirement, you may walk in to any of our branches.
14. **What are the deliverables that will be received by me in case I opt for it?**
  - a. You shall receive a welcome kit consisting of the VISA International Classic debit card and cheque book of 10 leafs
  - b. The default personalized debit card will be a VISA Classic Debit card for Rs. 100/- + GST of annual charge
15. **For detailed information on Selfe Digital Savings account kindly click on the link:**  
[https://www.equitasbank.com/sites/default/files/inline-files/Selfe\\_Savings\\_SOC\\_oct\\_2020\\_0.pdf](https://www.equitasbank.com/sites/default/files/inline-files/Selfe_Savings_SOC_oct_2020_0.pdf)
16. **Can I change my address when updating the KYC?**
  - a. NO the address as mentioned and updated in Aadhar will be captured during the KYC.
  - b. In case you want to change the address you need to approach your nearest bank branch and get the address changed
17. **How do I change my other details like Email ID/Phone number?**
  - a. Post KYC update, you can visit your nearest branch to update your signature/email id, phone number etc
18. **Will I get any document post conversion?**
  - a. Yes you will receive the MID along with your signature captured digitally in a PDF format. Kindly check the same... DO NOT MISS!!!
19. **What is the Customer care number?**
  - a. 18001031222

### DO's and DON'T's while updating the KYC using Biometric through a Business Correspondent:

#### **Do's:**

1. Please be available on the date and time of the appointment
2. **Ensure you have sanitized your hands before and after the biometric verification and ensure you are wearing mask at all times**
3. Ensure to check all the details on the application are correct (as per Aadhar/as provided at the time of account opening)
4. Ensure to check your email id and phone number mentioned are correct and matching as provided at the time of account opening
5. In case your fingerprint is not captured properly or due to any technical error if the KYC is not updated you can visit the nearest branch to complete the KYC
6. Once the account is upgraded, please check the details by logging on the net banking through [www.equitasbank.com](http://www.equitasbank.com)
7. On or before KYC updation, for any clarifications/doubts please feel free to call the nearest branch or the contact center

#### **DON'T's:**

1. DO NOT handover any cash to the business correspondent or any agent of the bank for KYC verification.
2. DO NOT handover any proof like PAN CARD/Aadhar/Passport in original or copy of the same to the business correspondent or any agent of the bank for KYC verification. This is not required for BIOMETRIC KYC updation.
3. DO NOT handover or share any OTP/password of your internet banking/mobile banking with any business correspondent or agent of the bank for KYC updation.
4. DO NOT enquire about bank products with Business correspondents.... Only Contact the nearest branch or contact center of the bank.
5. DO NOT allow the business correspondent to click any picture of yourself OR your residence OR any of your family members, this is not required for KYC updation.
6. DO NOT share the sample signature paper with the business correspondent. Please destroy the same on successful updation of KYC.
7. DO NOT open any additional account/Fixed deposit through the business correspondent visiting your for KYC updation.