



Ref: CO/ NB&R /389/ 2024

11th September, 2024

To,
All HODs of Central Office,
All Zonal Offices,
All Divisional Offices,
All P&GS Units,
All Branch Offices & Satellite Offices,
Audit & Inspection Depts, MDC, ZTCs, STCs.

Re :Onboarding of customers with CKYC (Central Know Your Customer)

I. Central Know Your Customer Registry was developed to avoid submission of KYC documents multiple times every time a customer avails any service from Financial Institutions. Central Registry of Securitization and Asset Reconstruction and Security Interest of India (CERSAI) has been authorised to perform the functions of Central KYC Records Registry.

Amended PML(maintenance of Records) Rules, 2005 and Master Guidelines on AML/CFT issued by IRDAI vide circular ref: IRDAI/IID/GDL/MISC/160/8/2022 dated 01/08/2022 amended from time to time mandates sharing electronic copy of the customer's KYC record with Central KYC Records Registry within 10 days of completing the financial transaction.

II. CKYC process involves following process:

1. "Search" – searching the Registry for availability of KYC record
2. "Download" – to download the KYC record from the Registry if available
3. "Upload" – to share the customer's KYC record with the Registry if it is not available in the Registry
4. "Update" – to update the customer's KYC record in the Registry if there is any change in the information or if the validity of the KYC document in the Registry has expired.

These options have been integrated in e-feap NB module and in ANANDA 2.0 and Digital onboarding platform. To facilitate Agents for procuring KYC of the customers in electronic form, Agent's KYC app has been developed. The app can be downloaded from www.licindia.in

III. The following are mandatory for uploading KYC record to CKYC Registry:

- 1) Permanent Account Number (PAN) (where PAN is not available Form 60 must be submitted)
- 2) Any one of the following Proofs which will serve as both proof of Identity and proof of address : –
 - Aadhar card or Aadhar xml downloaded from UIDAI or
 - Passport or
 - Driving License or

केन्द्रीय कार्यालय, नव व्यवसाय एवं पुनर्विमा विभाग, योगक्षेम, मुम्बई. दूरभाष: 66598000
Central Office, New Business & Reinsurance Department, Yogakshema, Mumbai.
Tel.No. 66598000

- Voter ID

3) Latest photo

Provision to capture both Permanent address and Correspondence / Communication address has been made in efeap. As part of due diligence, where Correspondence address differs from the address in the id proof submitted as in III.2 above, proof of the correspondence address such as Utility bill, rent agreement etc should be obtained.

IV. User guidelines for use of KYC app by Agents and the process to be followed by Branch Officials in efeap for completing CKYC process is attached herewith.

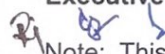
V. Some important points: -

- Where CKYC process is being followed, photo copy of KYC documents is not required to be submitted.
- Where KYC record is available in the Registry and matching, KYC documents are not required to be submitted. It is important to check the period of validity of the ID in the Registry.
- While capturing the image of ID card using Agent's KYC app, ensure that the same is done using original ID to ensure clarity of image**
- The dimensions of Photo of customer being taken must be that of a passport size photo
- Ensure that the photo of customer and ID card are clear and legible
- Ensure that First 8 digits of Aadhar is masked.**

The maker / checker option for validating the documents uploaded by Agent must be done responsibly as this document will be escalated to CKYC Registry and will be used by all Financial Institutions for completing KYC of the customer. Hence ensure the correctness and quality of the document to be uploaded to CKYC Registry.

The above instructions come into force with immediate effect.


Executive Director (New Business & Reinsurance)

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