SOP for KYC Modification (Physical mode)

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At the Intermediary -–

1. To get the KYC modification done, the investor approaches an intermediary with the KYC modification request in-person.

2. The intermediary collects the investor KYC modification form. All the documents need to be self-attested by investor.

3. The intermediary would then check KRA with which the KYC of the investor is registered, through one of the KRA portals.

4. The intermediary may raise KYC modification with either the same KRA where the KYC is registered, or through any of the other KRAs using interoperability.

5. The KYC modification mode is 'Normal- KYC' and In-Person Verification is mandatory. 'IPV DONE' needs to be mentioned on the application form along with the employee details and signature of the person carrying out IPV and attested by intermediary.

6. To raise the modification, the intermediary needs to first fetch the investor's KYC record.

7. Upon fetching the KYC record, the investor's existing KYC details are displayed to the intermediary. The KYC document images are also made available for download.

8. The intermediary can compare not only the modification data, but also the applicant photo and signature with those in existing KYC. The photograph of the applicant is mandatory on the application form. The applicant wet signature and photograph requirement is as follows:

    i. Signature
    If the wet signature is a mismatch with earlier verified KYC, an additional supporting document in form of Bank verification letter for applicant signature is required. Intermediary needs to verify that the signature is as per their records and mention 'Signature Verified as per our records' on the Bank Verification Letter and attest the same with Intermediary Sign and Stamp.

    ii. Photograph
    The applicant should submit a modification form with their latest photograph affixed on it and cross sign on the photograph.

9. The intermediary attests the application and all the supporting documents.

10. The intermediary uploads the KYC modification form along with supporting documents like Proof of Identity (PAN) and Proof of address (any address proof – Under SEBI norms).

11. For modification of only investor email address and/or mobile number, the modification can be raised 'without supporting documents'. In such cases since there is no documented evidence against which the modification can be verified before processing, the onus of entering correct data for modification lies on the intermediary.

12. Once the documents are uploaded, the modification is raised and received by the respective KRA.

Checklist:

Check Point	Normal KYC
Wet Signature	✓
e-Sign	✗
BVL for wet signature mismatch	✓
IPV	✓
OSV documents	✓
Intermediary Attestation on application	✓
Photo Cross Signature	✓