SOP for KYC Modification (Online Mode)

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At the Intermediary -–

1. In order to modify the KYC record, the investor submits an online modification request through the Intermediary's app or website.

2. The investor digitally uploads the KYC modification information using the KRA KYC modification form. All the documents need to be self-attested by investor with e-sign. Applicant wet signature is mandatory. Cropped wet signature of applicant should be backed by applicant's e-sign.

3. The intermediary would then check the 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. If the KYC modification mode is 'Normal KYC' or 'Online KYC', In-Person Verification or Virtual IPV is mandatory. For such cases, '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
    Document set (application and supporting documents) should be e-signed by the applicant. The applicant wet signature is mandatory but will NOT be checked for a match with that in existing KYC record.

    ii. Photograph
    The applicant should upload the photograph and thereafter e-sign the entire set of modification documents being submitted. The e-sign however needs to be verifiable, failing which the KYC modification would be put on HOLD.

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	Online Mode	Offline eKYC	Digi-locker KYC	eKYC Biometric	eKYC OTP
Wet Signature	✓	✓	✓	✓	✓
e-Sign	✓	✓	✓	✓	✓
BVL for wet signature mismatch	×	×	×	×	×
IPV/VIPV	✓	×	×	×	×
OSV documents	×	×	×	×	×
Intermediary Attestation on application	✓	✓	✓	×	×
Photo Cross Signature	×	×	×	×	×