



HO: BR: 117: 45

12th March, 2025

**ISSUED BY OPERATIONS & SERVICES (KYC-AML DEPARTMENT)
HEAD OFFICE, BARODA**

Telephone No. 0265-2316793, 2316751

E-mail: kyc.ho@bankofbaroda.com

Sub File –Gen-1

CIRCULAR TO ALL BRANCHES / OFFICES IN INDIA THROUGH INTRANET

Dear Sir / Madam,

Re: Launch of Periodic Updation of KYC (Re-KYC) through ATM.

Periodic Updation of KYC (Re-KYC) is a regulatory requirement and regulatory guidelines allow the customers to complete their Re-KYC by providing Self-Declaration in non-face-to-face mode, provided there is no change in customer KYC information and existing KYC information is complying with Current Customer Due Diligence (CDD) standard.

In our continuous efforts to strengthen the Re-KYC framework by automating the processes, we are pleased to inform that Bank has introduced functionality of Re-KYC through ATM where customer can carry-out Re-KYC in digital mode by visiting any of our ATM at their convenient time.

Eligible Customers:

- ✓ Individual Customers having age 18 years and above
- ✓ Indian Nationals & Indian Tax Resident.
- ✓ Customers having at least 1 active account, in case having multiple accounts.
- ✓ Customer having freezed accounts due to Re-KYC can also avail the services.
- ✓ Customer categorized as Low or Medium Risk.

Note :

Customer not eligible to carryout Re-KYC through ATM are (a) Minor, (b) NRIs, (c) Foreign nationals (d) High Risk and (e) customer having all operative accounts status as dormant.

Customer Journey :

Customer can initiate the journey with his/her Debit Card. The option to initiate Re-KYC journey is available in option **OTHER SERVICES on HOME SCREEN post PIN login.** Following key steps are involved in journey :

- ✓ Enter ATM PIN > Other Services > Re-KYC
- ↓
- ✓ Display of key information viz. Name, DOB, PAN/Form60, OVD Reference No. & Address on screen for customer confirmation about no change in KYC information.
- ↓
- ✓ Obtaining CKYC / Re-KYC / FATCA declaration to complete the journey.
- ↓
- ✓ Generation of Printed confirmation receipt from ATM.
- ↓
- ✓ Updation of record in CBS for successful journeys and automatic unfreezing of linked operative accounts, if already freezed due to Re-KYC.

प्रधान कार्यालय: परिचालन एवं सेवाएँ विभाग, बड़ौदा भवन, 7वां तल, आर सी दत्त रोड, अलकापुरी, बड़ौदा-390007, भारत
Head Office: Operations & Services Dept., Baroda Bhavan, 7th floor, R.C Dutt Road, Alkapuri, Baroda-390007, India
फोन /Phone : (0265) 231-6128/6751 / ई-मेल /E-mail : kyc.ho@bankofbaroda.com



बैंक ऑफ बड़ौदा Bank of Baroda



Important Validations built in Journey :

- × Customer IDs where Mandatory data fields viz. Name, Name of one out of Mother / Father / Spouse, DOB, Gender, Nationality, Occupation, Constitution Code, Mobile Number, Address and PAN / Form 60 are not available in CBS will not be eligible.
- × In case, customer has already attempted for Re-KYC through any other channel and decision is pending or request is rejected, then customer will not be able to perform Re-KYC through ATM.
- × In case none of the OVD with valid expiry date (for DL & Passport) is available in MRCR Menu > LSTID & LSTAD or UID in CBS, then customer journey will be terminated and customer will be informed suitably.
- × Online PAN verification will be performed, wherever PAN is available in CBS.

How ATM journey is different from Re-KYC through Web Portal journey :

- ✓ No modification allowed in Customer Profile during the journey.
- ✓ No addition / deletion / modification in KYC document is allowed during the journey.
- ✓ No modification in address is allowed during the journey.
- ✓ No role of KYCAD menu to accept / reject the record.
- ✓ No role of BDMS to store OVD image.

Benefits for customer:

1. Digital Re-KYC anytime & anywhere.
2. No need for physical visit in branch.
3. SMS / Email confirmation about Re-KYC updation.
4. Re-KYC can also be done post freezing of account due to non-compliance of Re-KYC.
5. Re-KYC can be done even if some operative accounts of customer are dormant.

Benefits for Branch:

1. Effortless Re-KYC updation.
2. Standardized approach without human error.
3. Auto unfreezing of accounts across all SOLs, which were freezed earlier due to non-compliance of Re-KYC.
4. Customer PAN, if available in CBS will also get validated through Online PAN Verification API.

Branches are advised to create awareness among staff members and encourage the eligible customers to carryout Re-KYC using ATM or other digital channels e.g. Web Portal (QR Code), V-CIP, BC Point etc. to take benefit of digital alternative.

Feedback and suggestions, if any, may please be shared at kyc.ho@bankofbaroda.com or through telephonic call over 0265-2316739/75.

Yours faithfully,

Sudhanshu Kumar Singh

(Sudhanshu K Singh)
General Manager
(Operations)